

2016 Consumer Satisfaction Survey

RESPONSE RATE													Return Rate Prior Years				
	Closed Successfully 26-0												Survey Monkey / Mail	IVRS Electronic / Mail	Mail	Mail	Mail
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E- mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate	2015	2014	2013	2012	2011
October	0	0	0	0	0	0	0	0	0	0%	0%	0%					
November	0	0	0	0	0	0	0	0	0	0%	0%	0%					
December	135	212	347	23	20	43	5	0	5	18%	9%	13%					
January	69	92	161	16	6	22	3	0	3	24%	7%	14%					
February	63	106	169	12	0	12	4	0	4	20%	0%	7%					
March	92	123	215	23	10	33	3	0	3	26%	8%	16%					
April	63	80	143	11	23	34	4	0	4	19%	29%	24%					
May	56	82	138	10	18	28	4	0	4	19%	22%	21%					
June	90	115	205	17	9	26	4	0	4	20%	8%	13%					
July	65	100	165	10	7	17	2	0	2	16%	7%	10%					
August	0	0	0	0	0	0	0	0	0	0%	0%	0%					
September	0	0	0	0	0	0	0	0	0	0%	0%	0%					
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%					
Total	633	910	1543	122	93	215	29	0	29	20%	10%	14%	15%	8%	20%	16%	25%
	Closed Unsuccessfully 28-0																
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E- mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate					
October	0	0	0	0	0	0	0	0	0	0%	0%	0%					
November	0	0	0	0	0	0	0	0	0	0%	0%	0%					
December	229	232	461	23	11	34	27	0	27	11%	5%	8%					
January	75	59	134	9	1	10	6	0	6	13%	2%	8%					
February	85	88	173	5	0	5	12	0	12	7%	0%	3%					
March	82	102	184	13	4	17	9	0	9	18%	4%	10%					
April	84	76	160	9	5	14	12	0	12	13%	7%	9%					
May	70	71	141	9	5	14	6	0	6	14%	7%	10%					
June	87	102	189	5	6	11	9	0	9	6%	6%	6%					
July	97	67	164	5	7	12	3	0	3	5%	10%	7%					
August	0	0	0	0	0	0	0	0	0	0%	0%	0%					
September	0	0	0	0	0	0	0	0	0	0%	0%	0%					
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%					
Total	809	797	1606	78	39	117	84	0	84	11%	5%	8%	7%	4%	12%	8%	15%
	Closed Successfully 26-0 and Unsuccessfully 28-0																
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E- mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate					
October	0	0	0	0	0	0	0	0	0	0%	0%	0%					
November	0	0	0	0	0	0	0	0	0	0%	0%	0%					
December	364	444	808	46	31	77	32	0	32	14%	7%	10%					
January	144	151	295	25	7	32	9	0	9	19%	5%	11%					
February	148	194	342	17	0	17	16	0	16	13%	0%	5%					
March	174	225	399	36	14	50	12	0	12	22%	6%	13%					
April	147	156	303	20	28	48	16	0	16	15%	18%	17%					
May	126	153	279	19	23	42	10	0	10	16%	15%	16%					
June	177	217	394	22	15	37	13	0	13	13%	7%	10%					
July	162	167	329	15	14	29	5	0	5	10%	8%	9%					
August	0	0	0	0	0	0	0	0	0	0%	0%	0%					
September	0	0	0	0	0	0	0	0	0	0%	0%	0%					
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%					
Total	1442	1707	3149	200	132	332	113	0	113	15%	8%	11%	11%	6%	17%	13%	21%

2016 Consumer Satisfaction Survey

1. I am satisfied with the way my counselor related to me?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	178	83%	69	59%	247	74%	82%	59%	76%
Mostly True	29	13%	26	22%	55	17%	13%	19%	15%
Mostly Untrue	4	2%	9	8%	13	4%	2%	6%	3%
Untrue	4	2%	13	11%	17	5%	2%	16%	6%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	215	100%	117	100%	332	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But those without a placement is nearly 1 in 5.

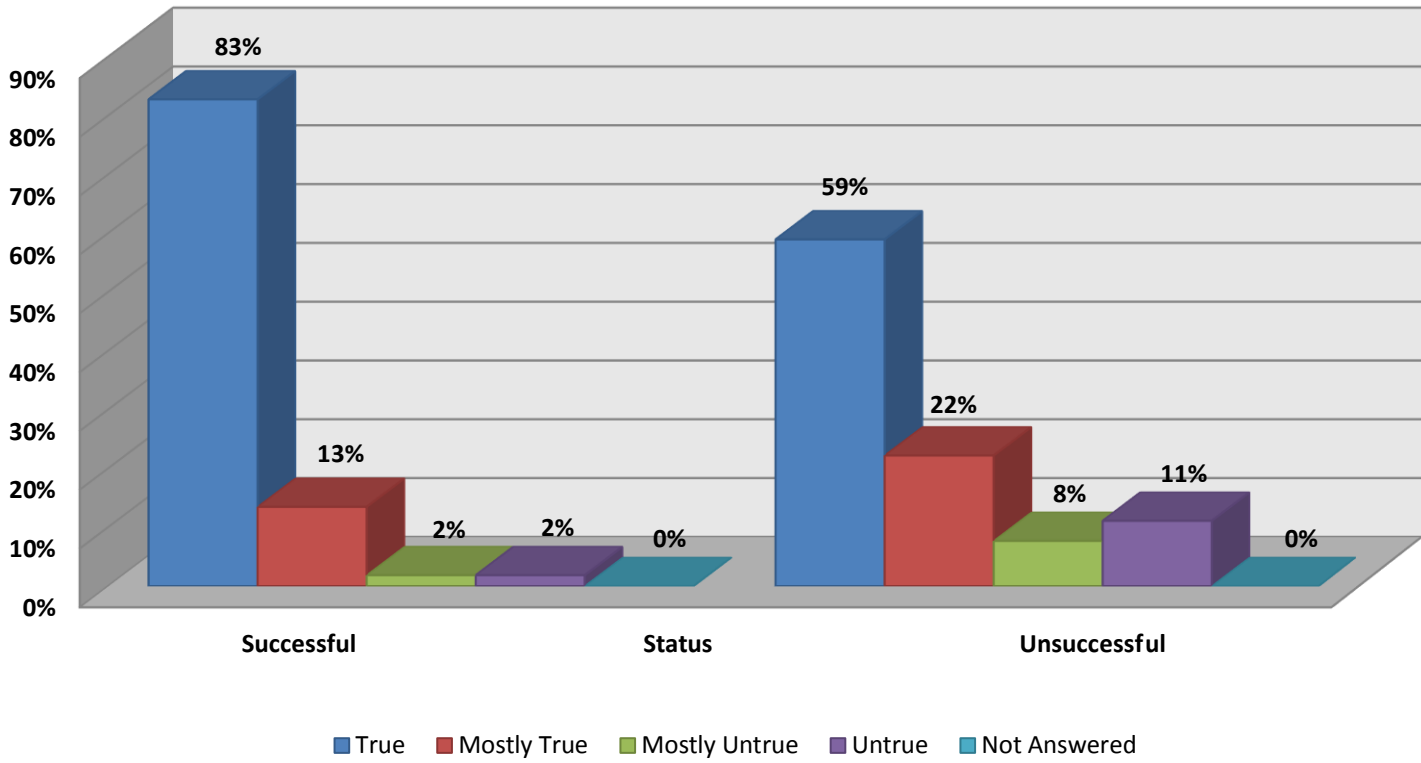
96%, 207 of 215 were satisfied with the way their counselor related to them.

4%, 8 of 215 were NOT satisfied with the way their counselor related to them.

81%, 95 of 117 were satisfied with the way their counselor related to them.

19%, 22 of 117 were NOT satisfied with the way their counselor related to them

1. I am satisfied with the way my counselor related to me?



2. My counselor took my concerns seriously?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	184	86%	71	61%	255	77%	83%	63%	79%
Mostly True	25	12%	22	19%	47	14%	12%	14%	13%
Mostly Untrue	2	1%	10	9%	12	4%	2%	10%	4%
Untrue	3	1%	13	11%	16	5%	1%	13%	4%
Not Answered	1	0%	1	1%	2	1%	1%	0%	0%
Total	215	100%	117	100%	332	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But those without a placement is 1 in 5.

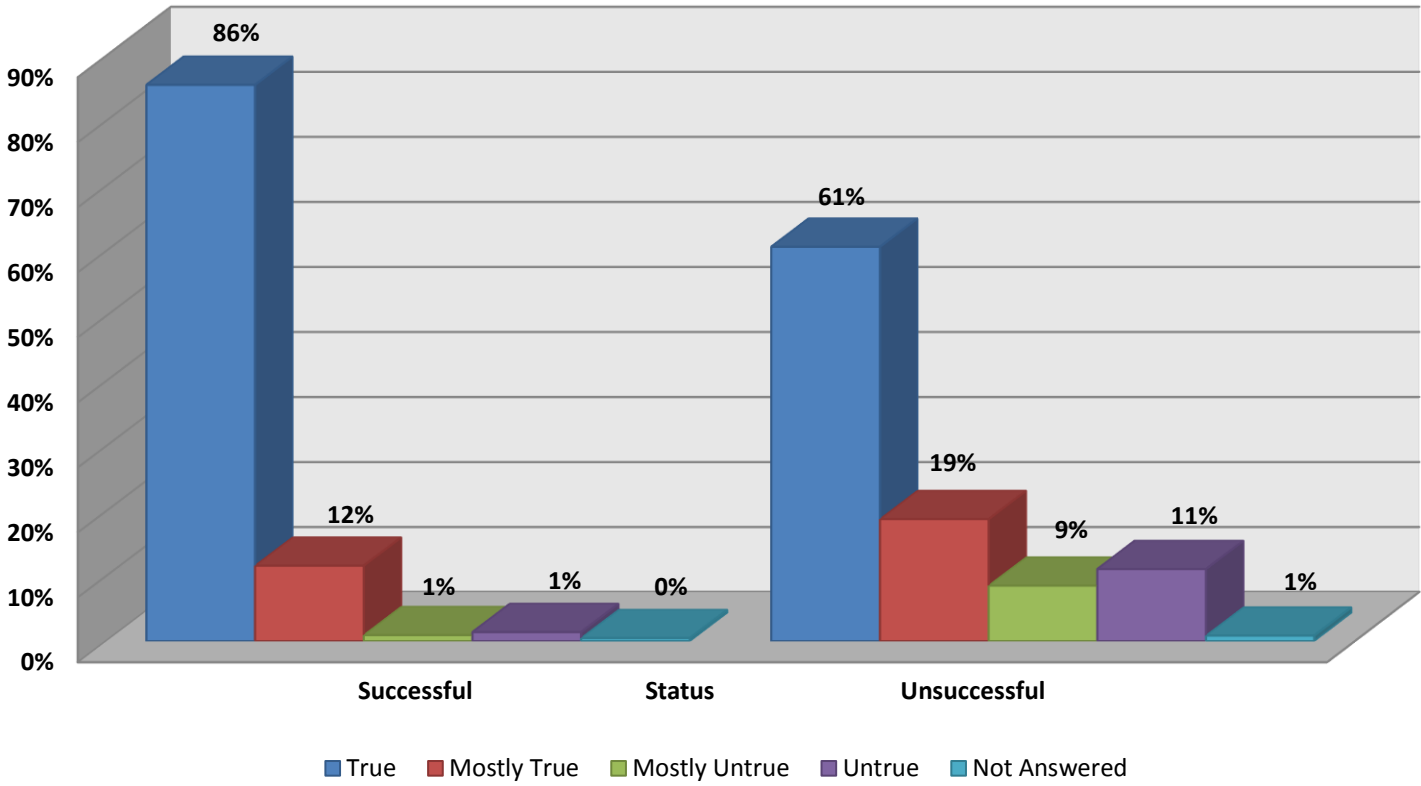
98%, 209 of 215 had counselors who took their concerns seriously.

2%, 5 of 215 had counselors who did NOT take their concerns seriously.

80%, 93 of 117 had counselors who took their concerns seriously.

20%, 23 of 117 had counselors who did NOT take their concerns seriously.

2. My counselor took my concerns seriously?



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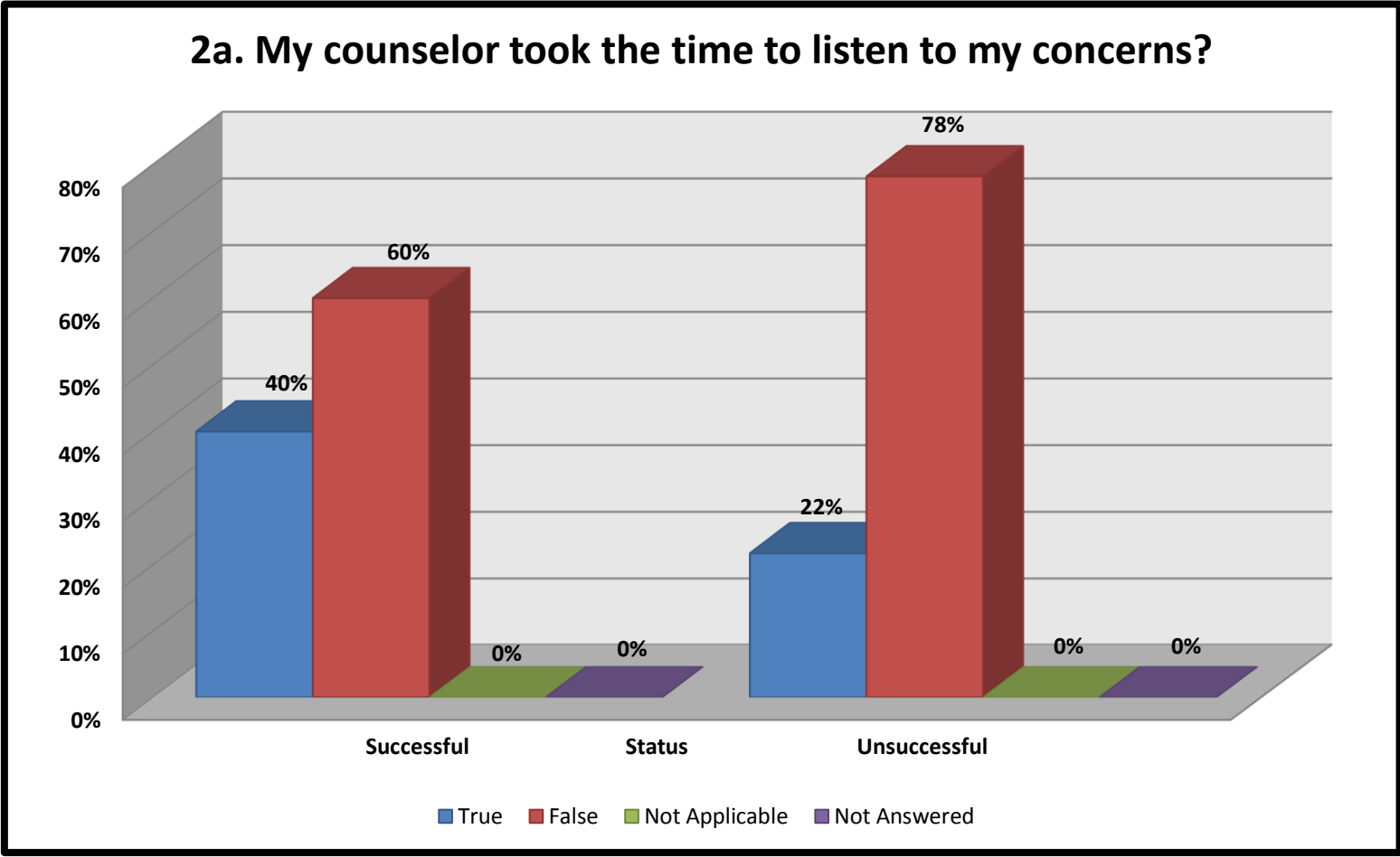
2a. My counselor took the time to listen to my concerns?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	2	40%	5	22%	7	25%	25%	16%	19%
False	3	60%	18	78%	21	75%	58%	72%	68%
Not Applicable	0	0%	0	0%	0	0%	8%	12%	11%
Not Answered	0	0%	0	0%	0	0%	8%	0%	3%
Total	5	100%	23	100%	28	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

1% 3 of 5 of 215 had counselors that did NOT take the time to listen to my concerns

15% of 18 of 23 of 117 had counselors that did NOT take the time to listen to my concerns



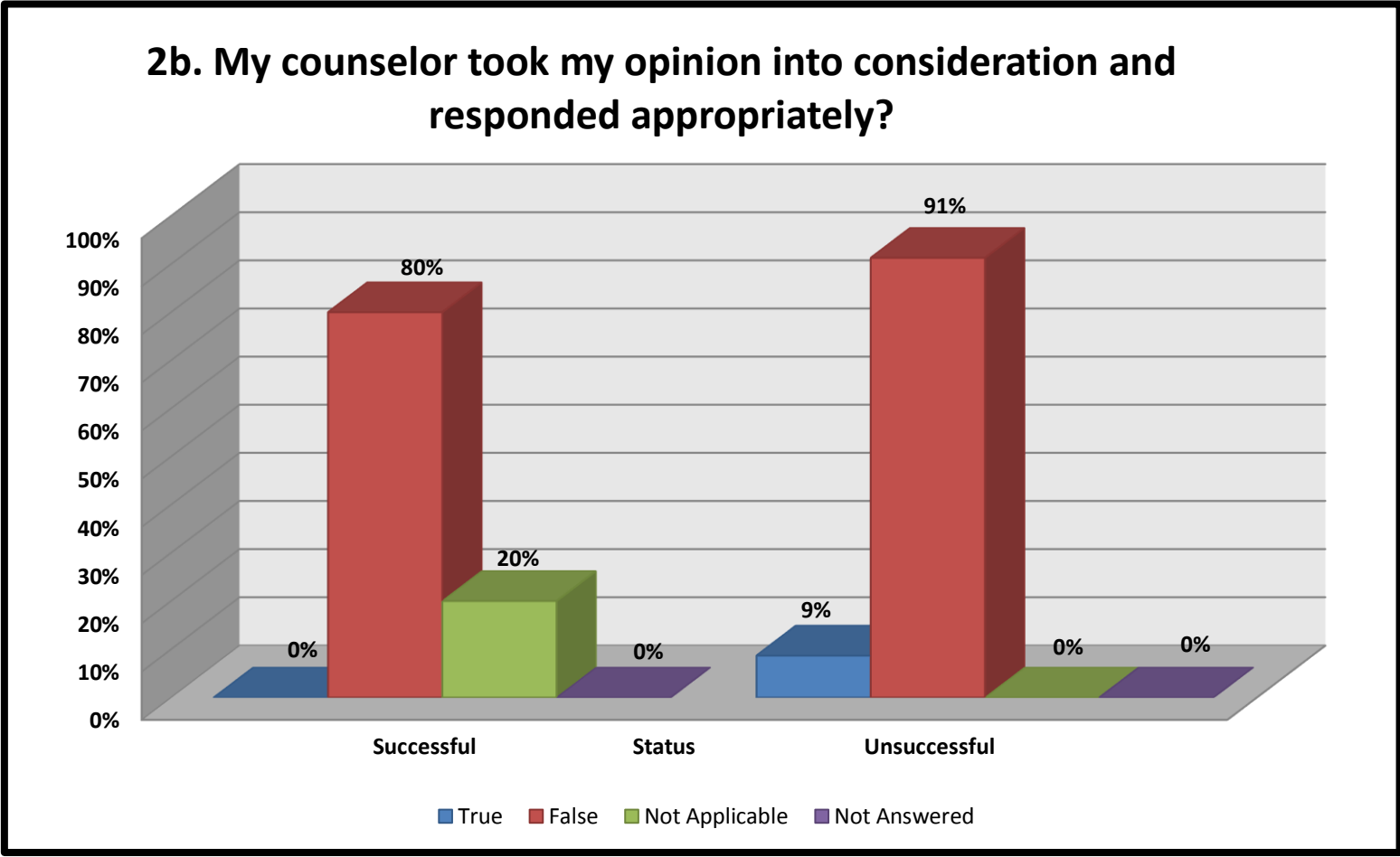
2b. My counselor took my opinion into consideration and responded appropriately?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	2	9%	2	7%	25%	4%	11%
False	4	80%	21	91%	25	89%	58%	84%	76%
Not Applicable	1	20%	0	0%	1	4%	8%	8%	8%
Not Answered	0	0%	0	0%	0	0%	8%	4%	5%
Total	5	100%	23	100%	28	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But those without a placement is almost 1 in 5.

2%, 4 of 5 of 215 had counselor did NOT take their opinion into consideration and/ or responded appropriately

18% 21 of 23 of 117 had counselor did NOT take their opinion into consideration and/ or responded appropriately



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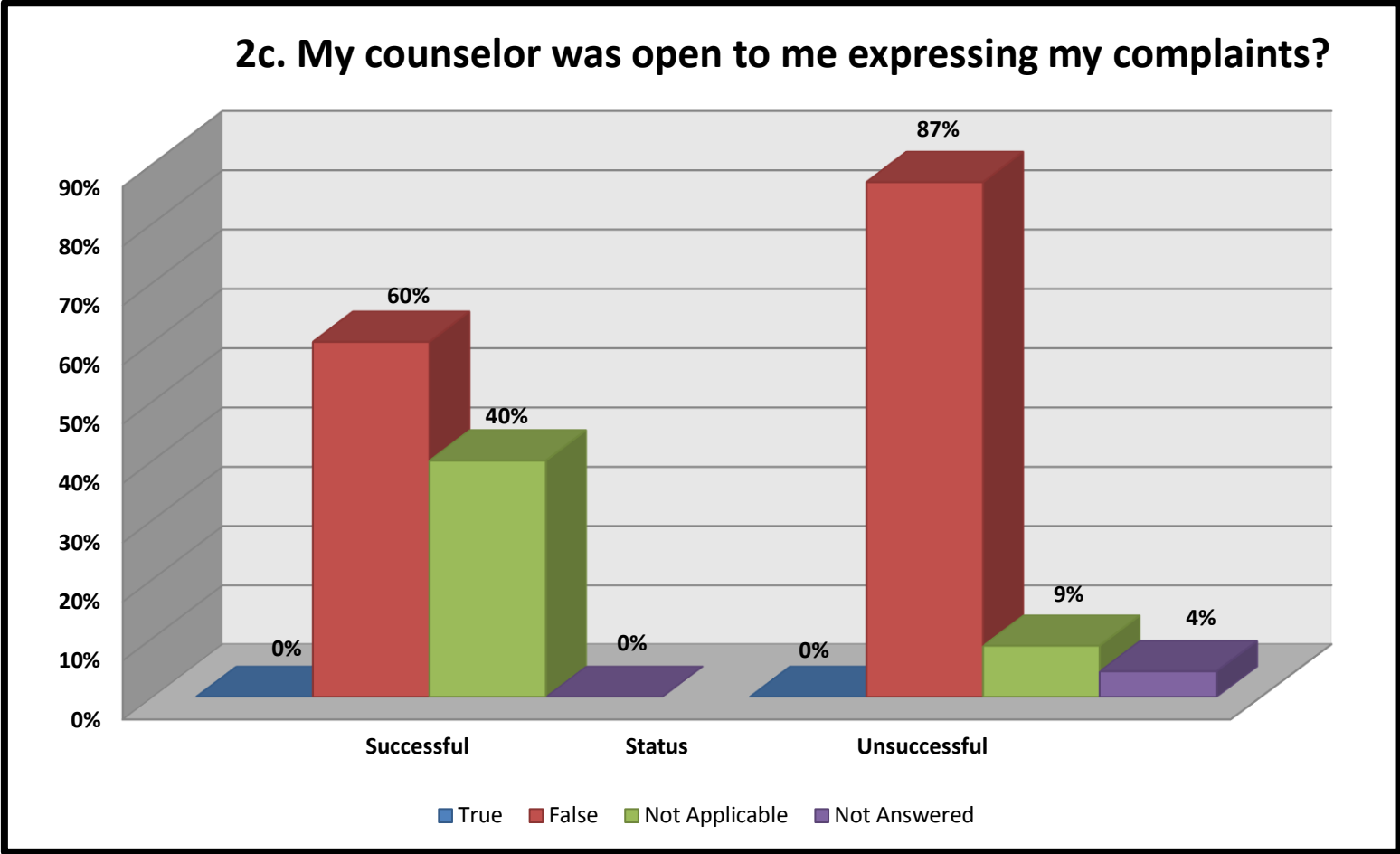
2c. My counselor was open to me expressing my complaints?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	0	0%	0	0%	17%	12%	14%
False	3	60%	20	87%	23	82%	58%	80%	73%
Not Applicable	2	40%	2	9%	4	14%	17%	8%	11%
Not Answered	0	0%	1	4%	1	4%	8%	0%	3%
Total	5	100%	23	100%	28	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But those without a placement is almost 1 in 5.

1%, 3 of 4 of 215 had counselors who were NOT open to their expressing their complaints

17%, 20 of 23 of 117 had counselors who were NOT open to their expressing their complaints



3. My counselor understood my needs?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	165	77%	73	62%	238	72%	80%	51%	73%
Mostly True	46	21%	19	16%	65	20%	14%	24%	17%
Mostly Untrue	1	0%	11	9%	12	4%	3%	10%	5%
Untrue	3	1%	13	11%	16	5%	1%	13%	4%
Not Answered	0	0%	1	1%	1	0%	2%	1%	2%
Total	215	100%	117	100%	332	100%	100%	100%	100%

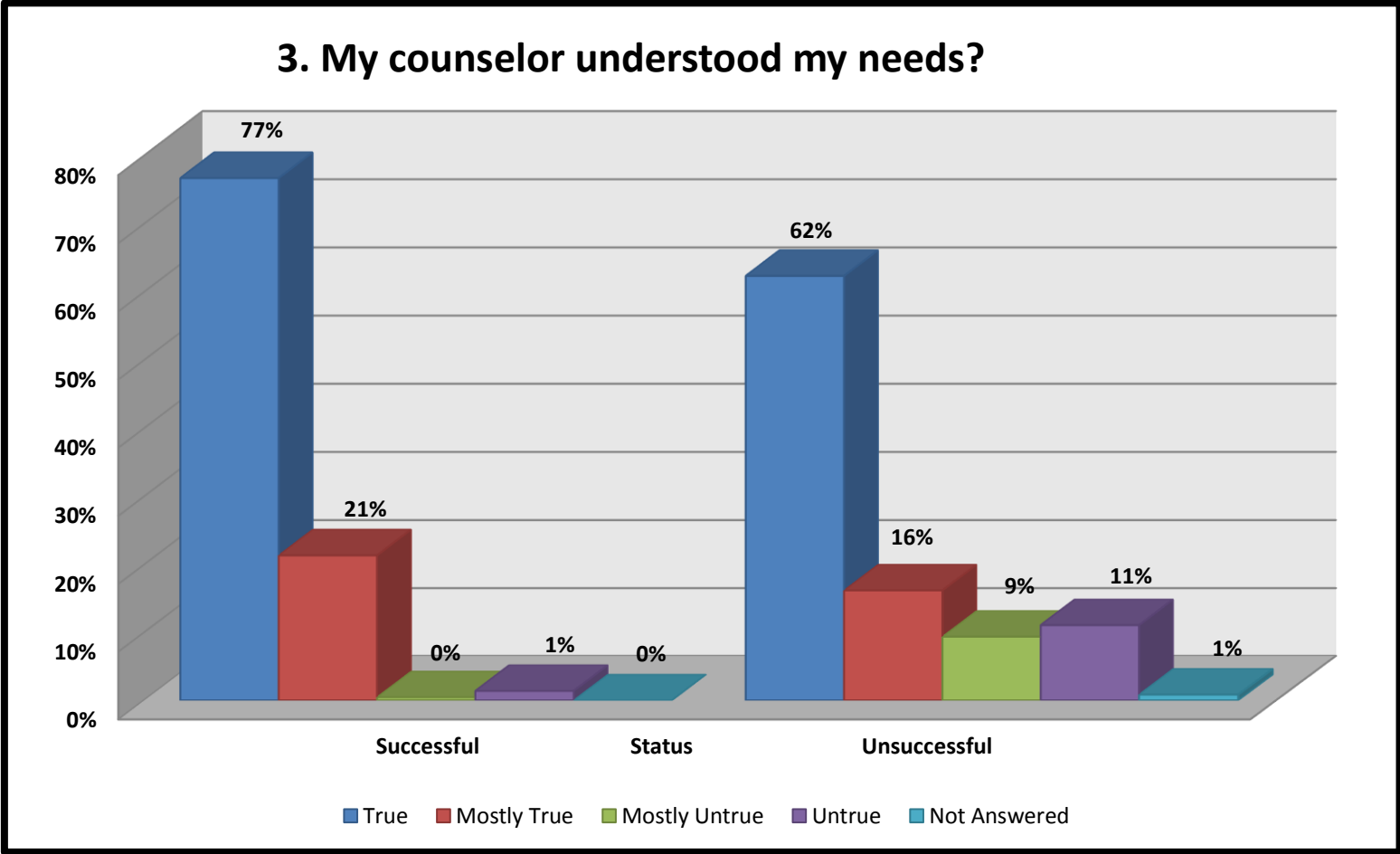
Not really an issue for consumers with successful placements. But those without a placement is 1 in 5.

98%, 211 of 217 had counselors who understood their needs

2%, 4 of 215 had counselors who did NOT understand their needs

78%, 92 of 117 had counselors who understood their needs

20%, 24 of 117 had counselors who did NOT understand their needs



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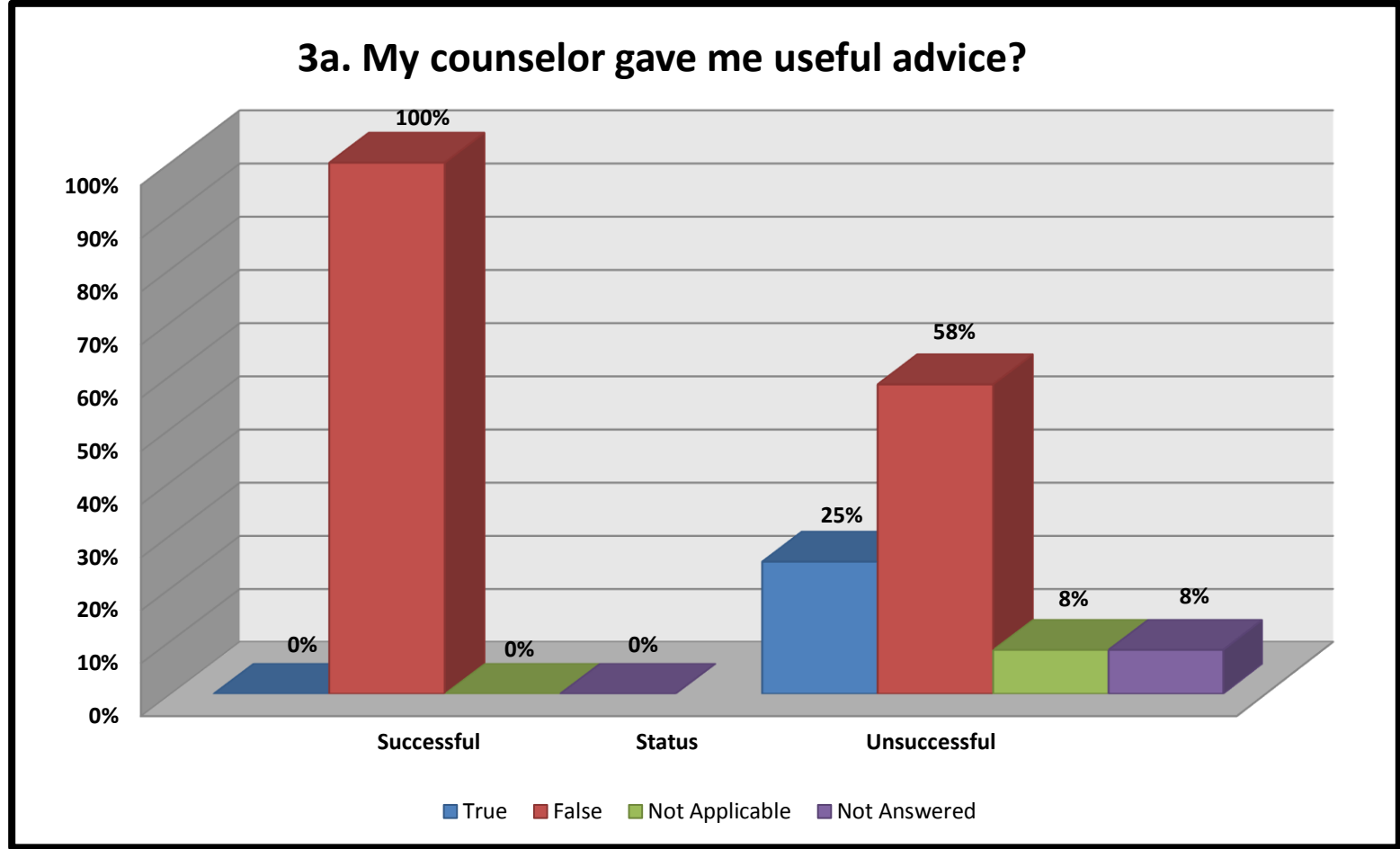
3a. My counselor gave me useful advice?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	6	25%	6	21%	27%	12%	18%
False	4	100%	14	58%	18	64%	60%	80%	73%
Not Applicable	0	0%	2	8%	2	7%	13%	8%	10%
Not Answered	0	0%	2	8%	2	7%	0%	0%	0%
Total	4	100%	24	100%	28	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

2%, 4 of 4 of 215 did NOT find counselor's advice useful

12%, 14 of 24 of 117 did NOT find counselor's advice useful



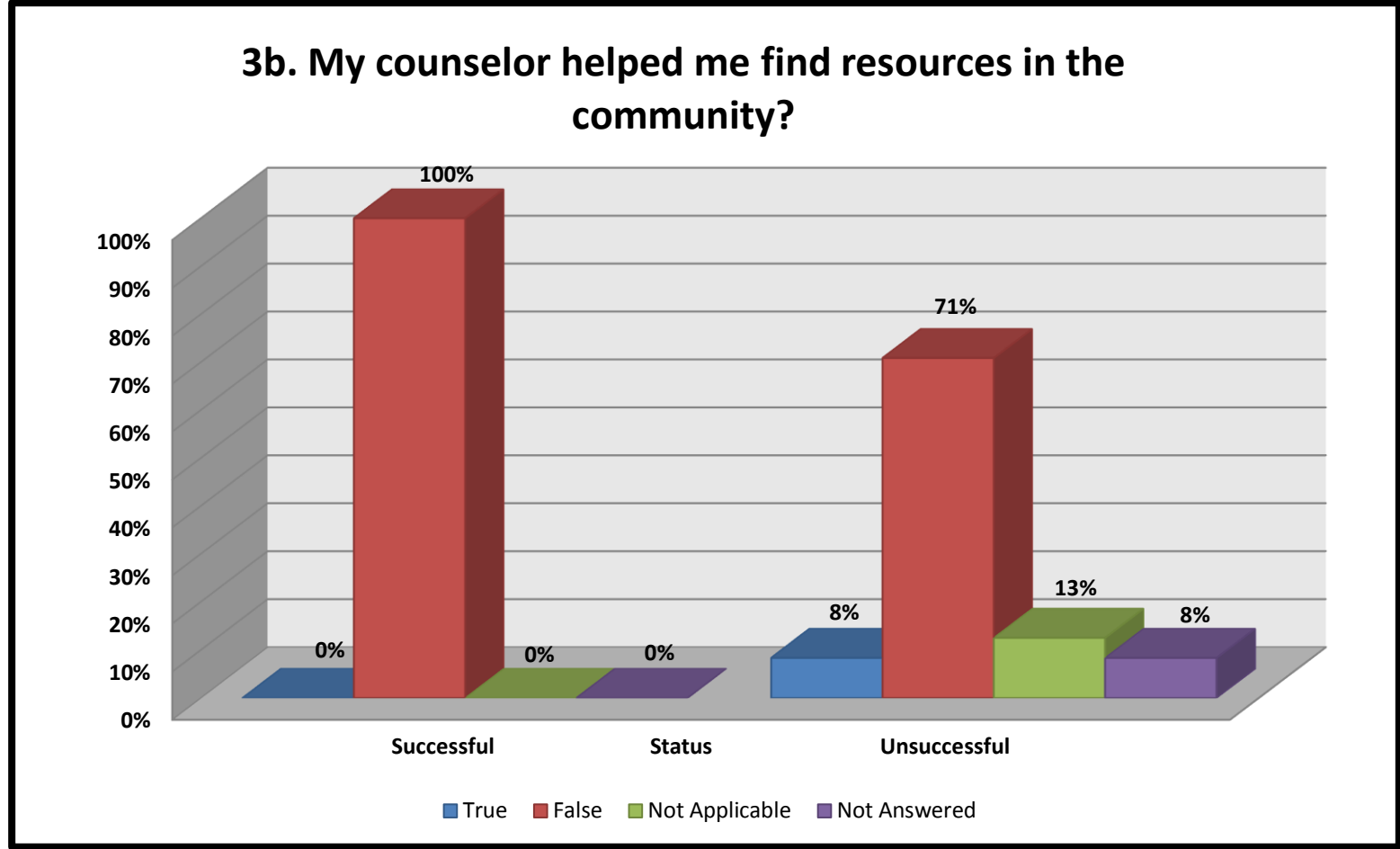
3b. My counselor helped me find resources in the community?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	2	8%	2	7%	13%	4%	8%
False	4	100%	17	71%	21	75%	67%	84%	78%
Not Applicable	0	0%	3	13%	3	11%	20%	12%	15%
Not Answered	0	0%	2	8%	2	7%	0%	0%	0%
Total	4	100%	24	100%	28	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

2%, 4 of 4 of 215 did NOT believe counselor helped them find resources in the community

15% 17 of 24 of 117 did NOT believe counselor helped them find resoources in the community



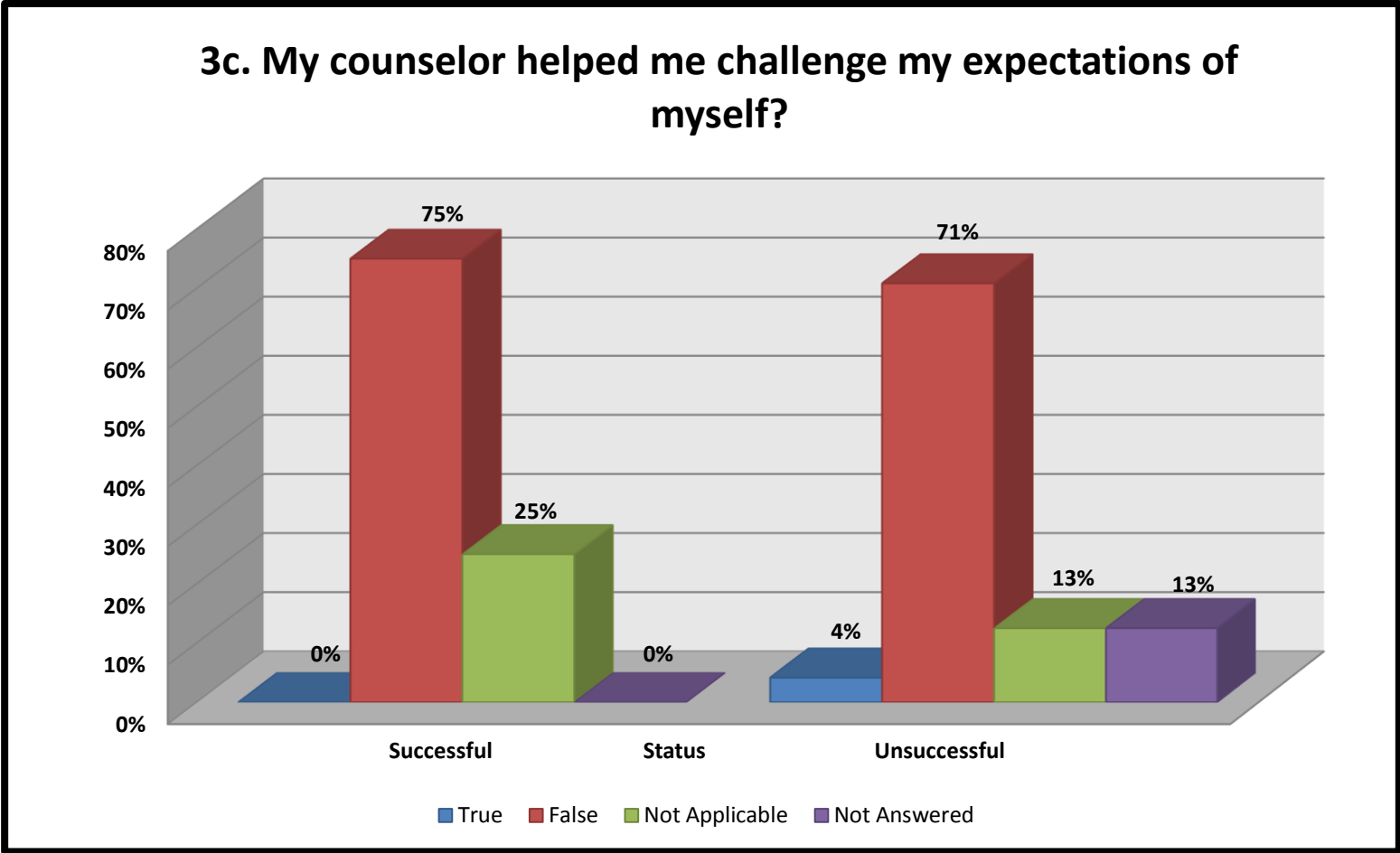
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3c. My counselor helped me challenge my expectations of myself?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	1	4%	1	4%	13%	0%	5%
False	3	75%	17	71%	20	71%	67%	88%	80%
Not Applicable	1	25%	3	13%	4	14%	20%	12%	15%
Not Answered	0	0%	3	13%	3	11%	0%	0%	0%
Total	4	100%	24	100%	28	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But those without a placement is just under 1 in 6.

1%, 3 of 4 of 215 did NOT find that their counselor helped them to challenge their expectations of themselves
15%, 17 of 24 of 117 did NOT find that their counselor helped them to challenge their expectations of themselves

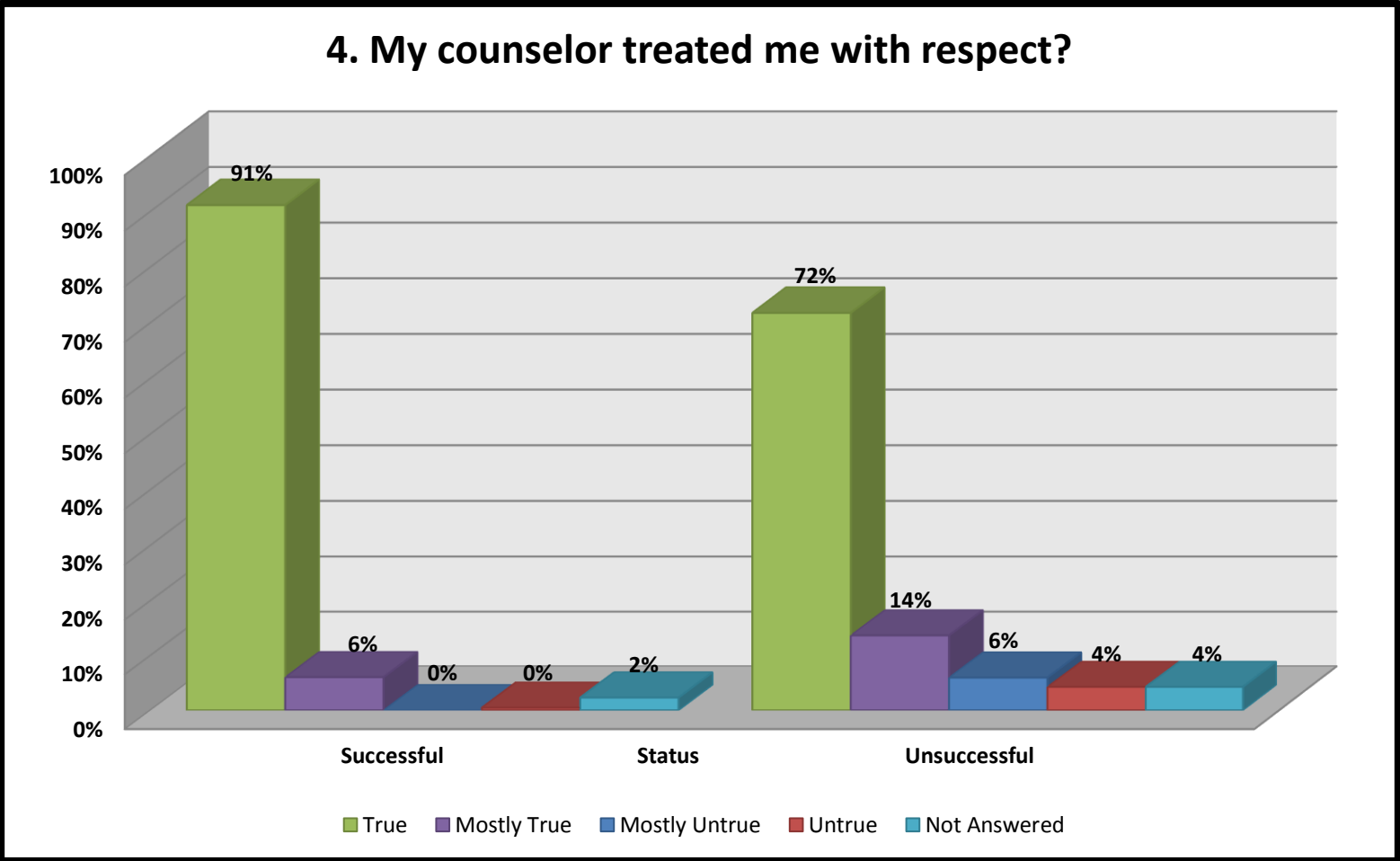


4. My counselor treated me with respect?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	196	91%	84	72%	280	84%	89%	68%	84%
Mostly True	13	6%	16	14%	29	9%	6%	14%	8%
Mostly Untrue	0	0%	7	6%	7	2%	1%	6%	2%
Untrue	1	0%	5	4%	6	2%	1%	8%	3%
Not Answered	5	2%	5	4%	10	3%	3%	5%	3%
Total	215	100%	117	100%	332	100%	100%	100%	100%

Not really an issue...very low percentage of those who felt disrespected.

97% 209 of 215 felt their counselors treated with respect
0% 1 of 215 felt their counselors did NOT treat them with respect
86% 100 of 117 felt their counselors treated with respect
10% 12 of 117 felt their counselors did NOT treat them with respect



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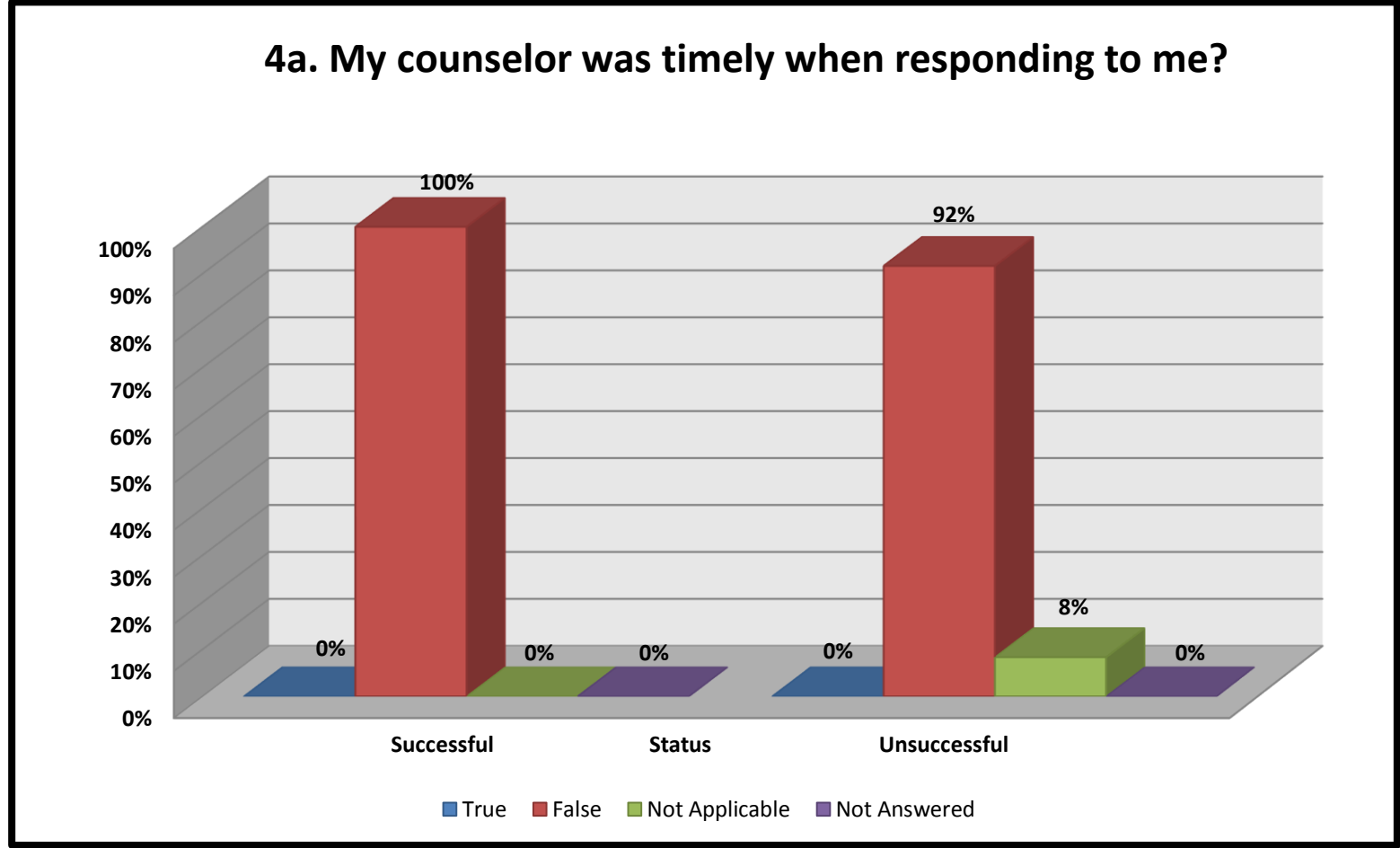
4a. My counselor was timely when responding to me?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	0	0%	0	0%	25%	13%	17%
False	1	100%	11	92%	12	92%	63%	80%	74%
Not Applicable	0	0%	1	8%	1	8%	13%	7%	9%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	1	100%	12	100%	13	100%	100%	100%	100%

Not really an issue... low percentage for either successfully or unsuccessfully placed consumers.

0%, 1 of 1 of 215 had counselors who did NOT respond timely

9%, 11 of 12 of 117 had counselors who did NOT respond timely



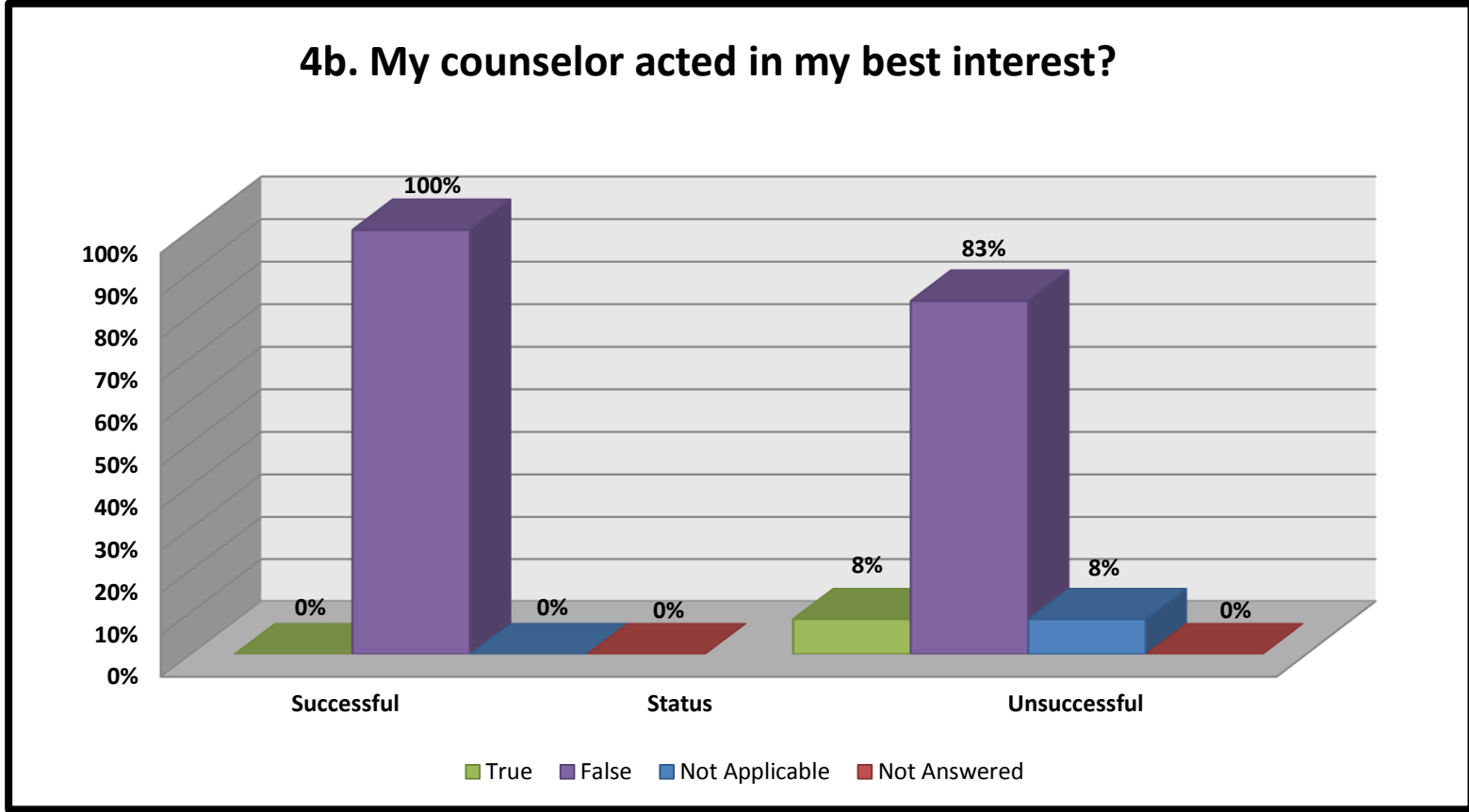
4b. My counselor acted in my best interest?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	1	8%	1	8%	0%	7%	4%
False	1	100%	10	83%	11	85%	75%	93%	87%
Not Applicable	0	0%	1	8%	1	8%	25%	0%	9%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	1	100%	12	100%	13	100%	100%	100%	100%

Not really an issue...very low percentage for either successfully or unsuccessfully placed consumers.

0%, 1 of 1 of 215 had counselors who did NOT act in their best interest

9%, 10 of 12 of 117 had counselors who did NOT act in their best interest



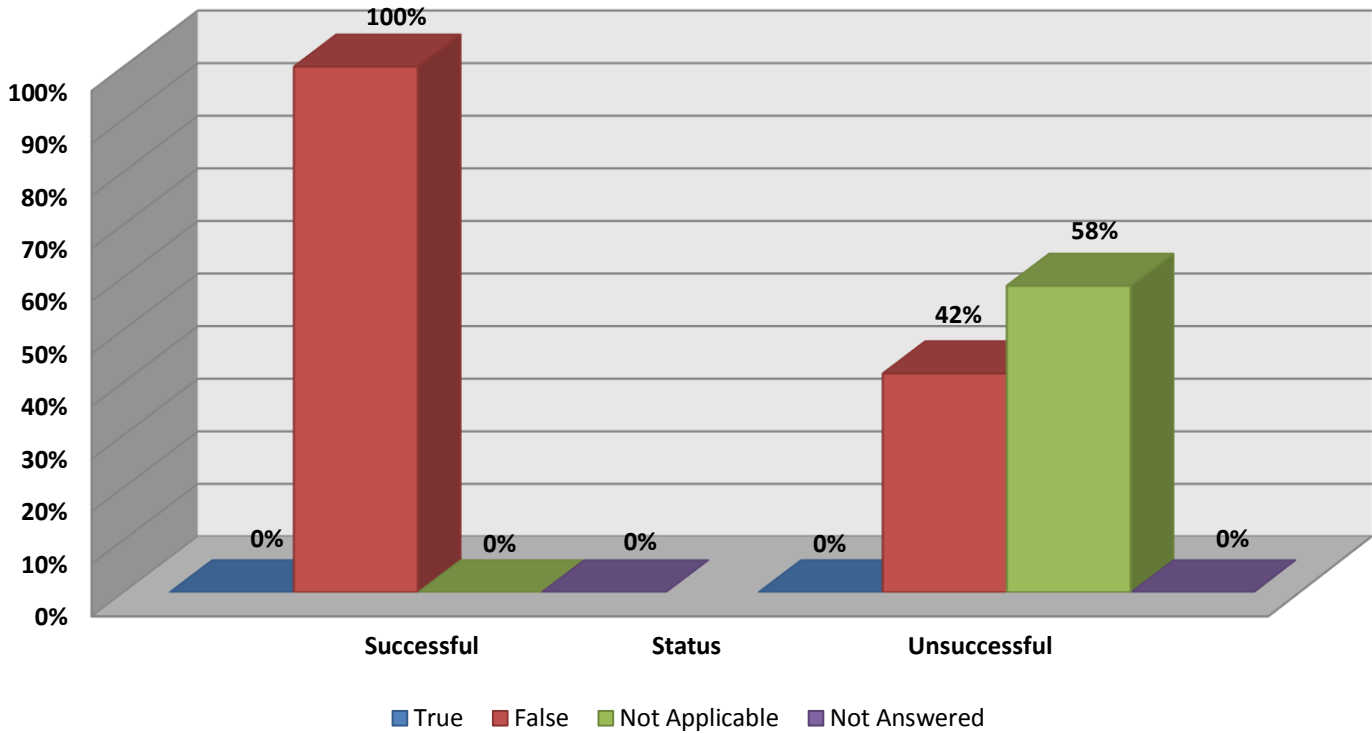
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4c. My counselor respected my culture?									
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	0	0%	0	0%	13%	0%	4%
False	1	100%	5	42%	6	46%	50%	73%	65%
Not Applicable	0	0%	7	58%	7	54%	38%	27%	30%
Not Answered	0	0%	0	0%	0	0%	0%	0%	0%
Total	1	100%	12	100%	13	100%	100%	100%	100%

Not really an issue...one of the lowest percentages in the whole survey...

0%, 1 of 1 of 215 had counselors who did NOT respect their culture
4%, 5 of 12 of 117 had counselors who did NOT respect their culture

4c. My counselor respected my culture?

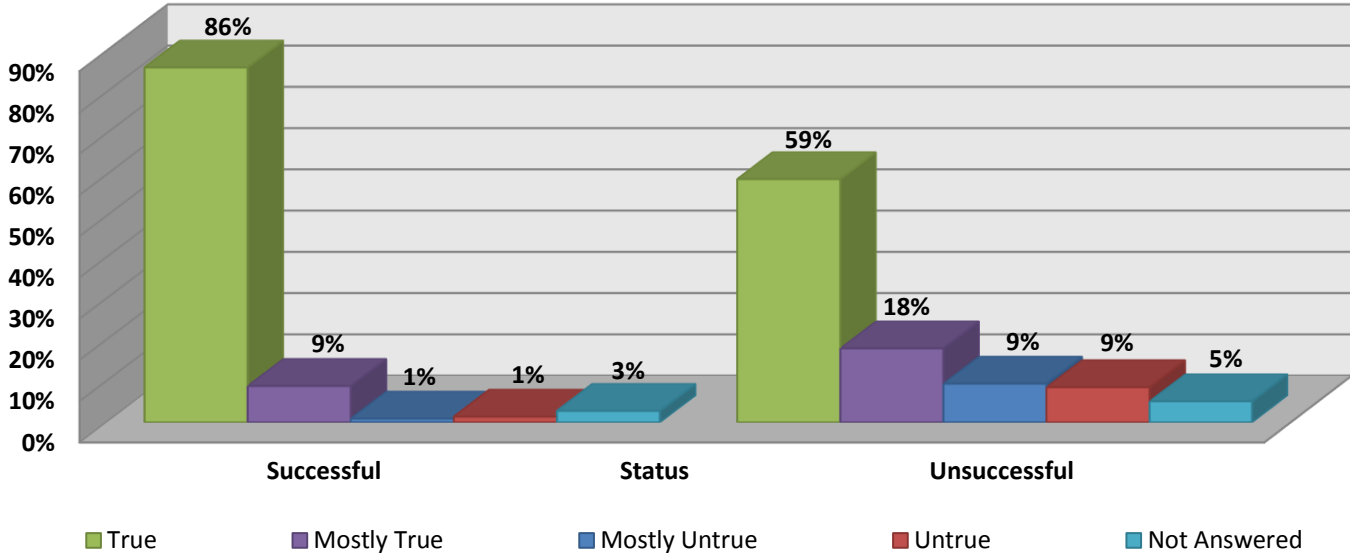


5. My counselor involved me in decision-making?									
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	185	86%	69	59%	254	77%	83%	64%	79%
Mostly True	19	9%	21	18%	40	12%	11%	15%	12%
Mostly Untrue	2	1%	11	9%	13	4%	1%	9%	3%
Untrue	3	1%	10	9%	13	4%	2%	9%	4%
Not Answered	6	3%	6	5%	12	4%	3%	3%	3%
Total	215	100%	117	100%	332	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But those without a placement is just under 1 in 5.

95%, 204 of 215 had counselors involved in their decision-making
2%, 5 of 215 had counselors NOT involved in their decision-making
77%, 90 of 117 had counselors involved in their decision-making
18%, 22 of 117 had counselors NOT involved in their decision-making

5. My counselor involved me in decision-making?



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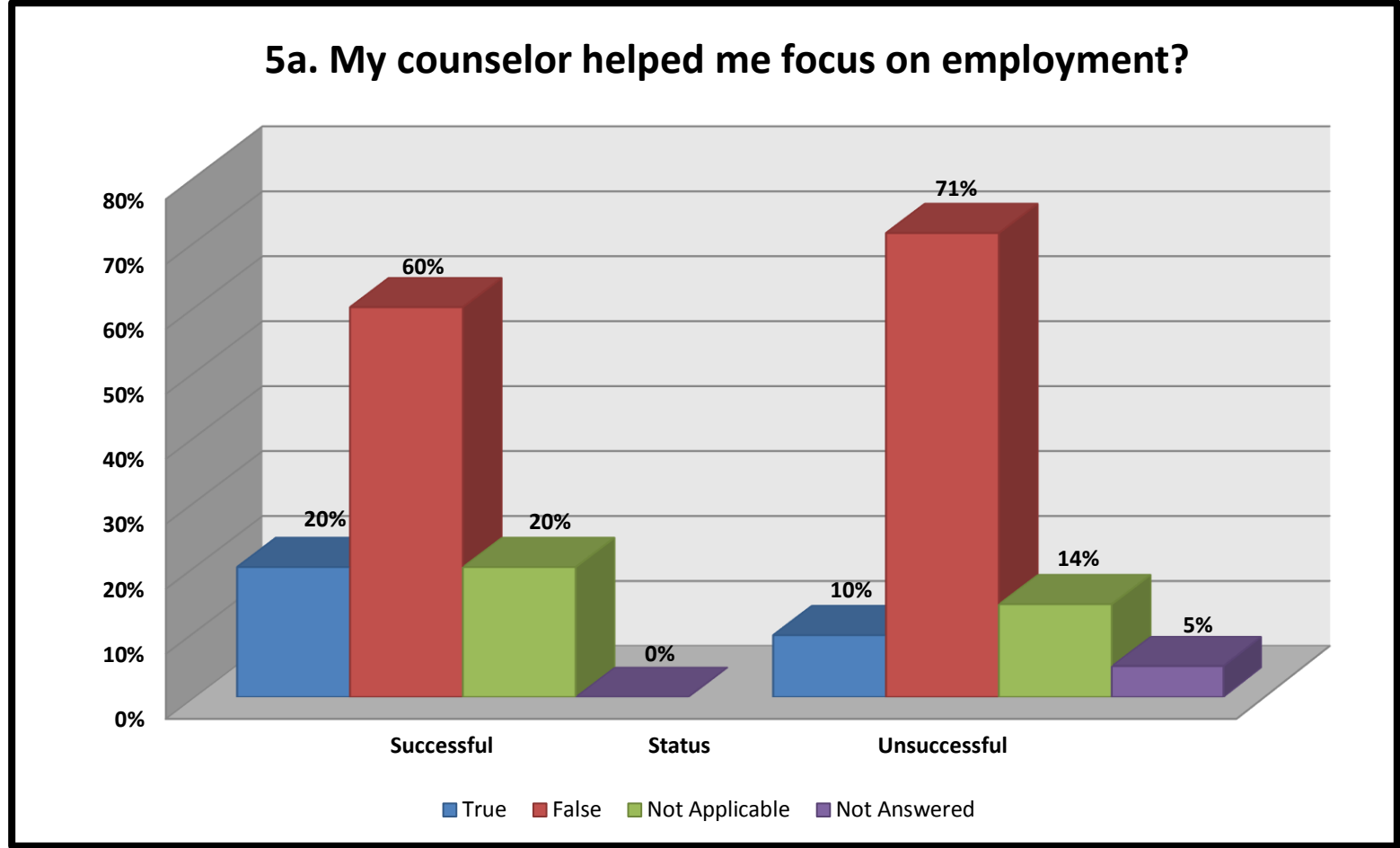
5a. My counselor helped me focus on employment?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	1	20%	2	10%	3	12%	36%	5%	16%
False	3	60%	15	71%	18	69%	55%	85%	74%
Not Applicable	1	20%	3	14%	4	15%	9%	10%	10%
Not Answered	0	0%	1	5%	1	4%	0%	0%	0%
Total	5	100%	21	100%	26	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

1%, 3 of 5 of 215 did NOT feel the counselors helped them focus on employment

13%, 15 of 21 of 117 did NOT feel the counselors helped them focus on employment



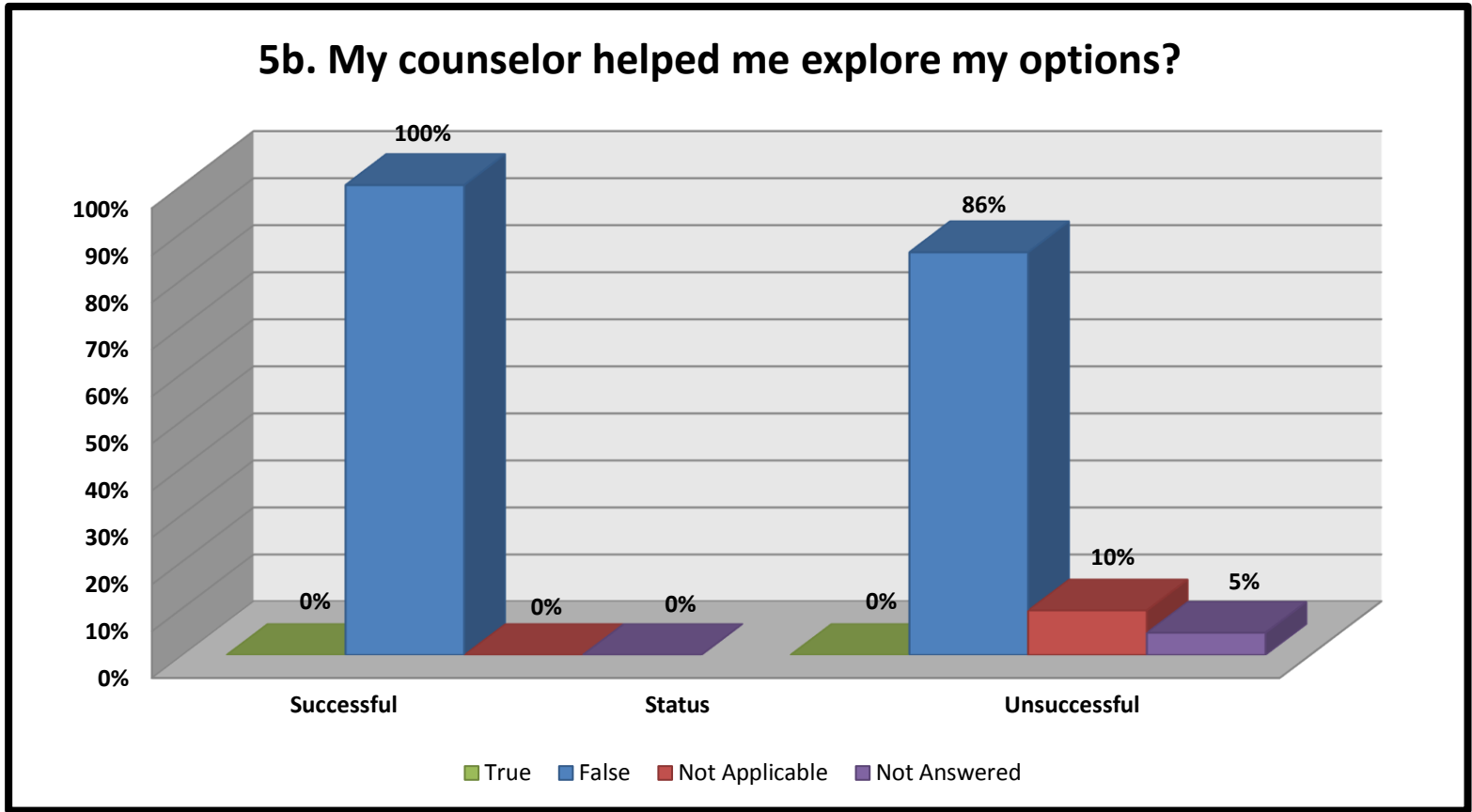
5b. My counselor helped me explore my options?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	0	0%	0	0%	0%	5%	3%
False	5	100%	18	86%	23	88%	82%	95%	90%
Not Applicable	0	0%	2	10%	2	8%	18%	0%	6%
Not Answered	0	0%	1	5%	1	4%	0%	0%	0%
Total	5	100%	21	100%	26	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

2%, 5 of 5 of 215 did NOT feel the counselors helped them explore options

15%, 18 of 21 of 117 did NOT feel the counselors helped them explore options



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5c. My counselor helped me understand the pros and cons of my decision?

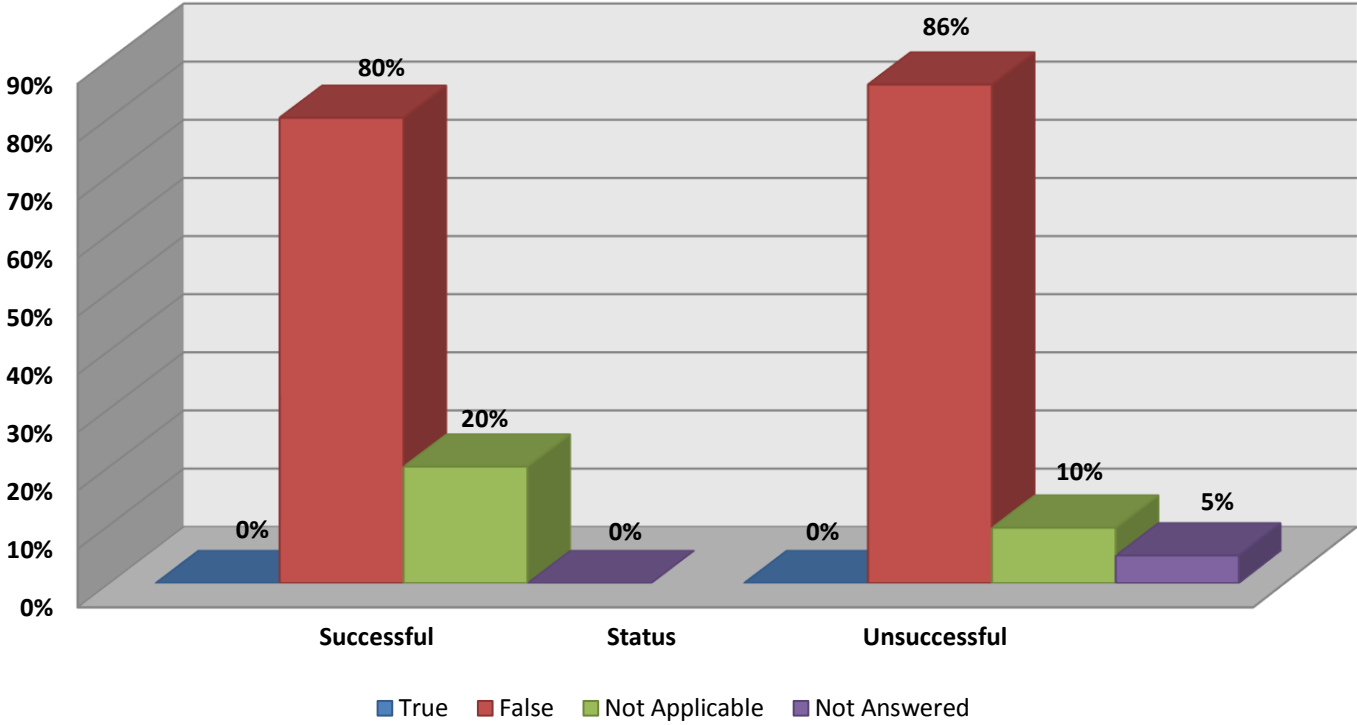
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	0	0%	0	0%	0	0%	9%	0%	3%
False	4	80%	18	86%	22	85%	73%	100%	90%
Not Applicable	1	20%	2	10%	3	12%	18%	0%	6%
Not Answered	0	0%	1	5%	1	4%	0%	0%	0%
Total	5	100%	21	100%	26	100%	100%	100%	100%

Not really an issue for consumers with successful placements. And those without a placement is under 1 in 7.

2%, 4 of 5 of 215 did NOT feel the counselors helped them understand the pros and cons of their decisions

15%, 18 of 21 of 117 did NOT feel the counselors helped them understand the pros and cons of their decisions

5c. My counselor helped me understand the pros and cons of my decision?



6. I am satisfied with how well VR prepared me for employment?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	156	73%	61	52%	217	65%	70%	47%	64%
Mostly True	39	18%	18	15%	57	17%	19%	19%	19%
Mostly Untrue	5	2%	11	9%	16	5%	3%	13%	6%
Untrue	10	5%	22	19%	32	10%	4%	19%	8%
Not Answered	5	2%	5	4%	10	3%	4%	2%	3%
Total	215	100%	117	100%	332	100%	100%	100%	100%

Very high in unsatisfied for those without employment

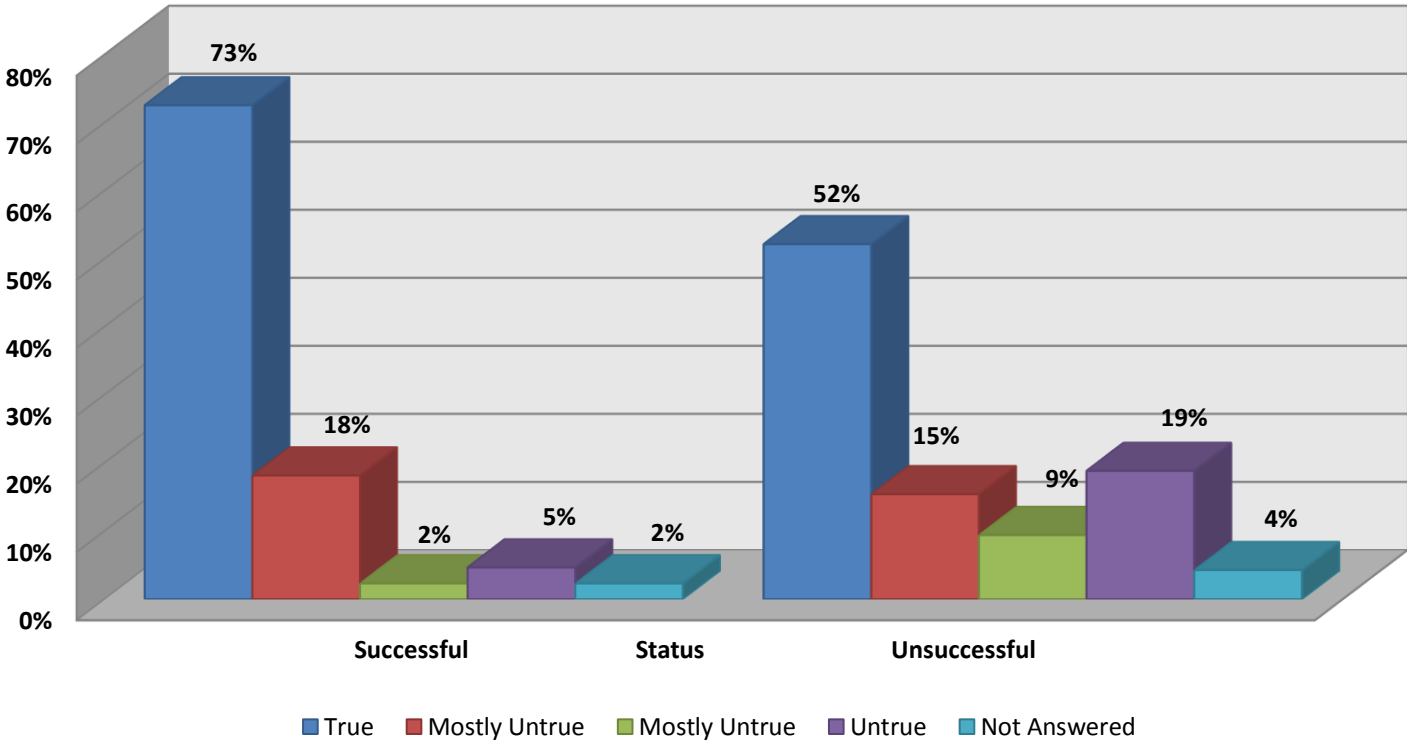
91%, 195 of 215 felt satisfied with how well VR prepared them for employment

7%, 15 of 117 felt UNSatisfied with how well VR prepared them for employment

67%, 89 of 117 felt satisfied with how well VR prepared them for employment

28%, 33 of 117 felt UNSatisfied with how well VR prepared them for employment

6. I am satisfied with how well VR prepared me for employment?



2016 Consumer Satisfaction Survey

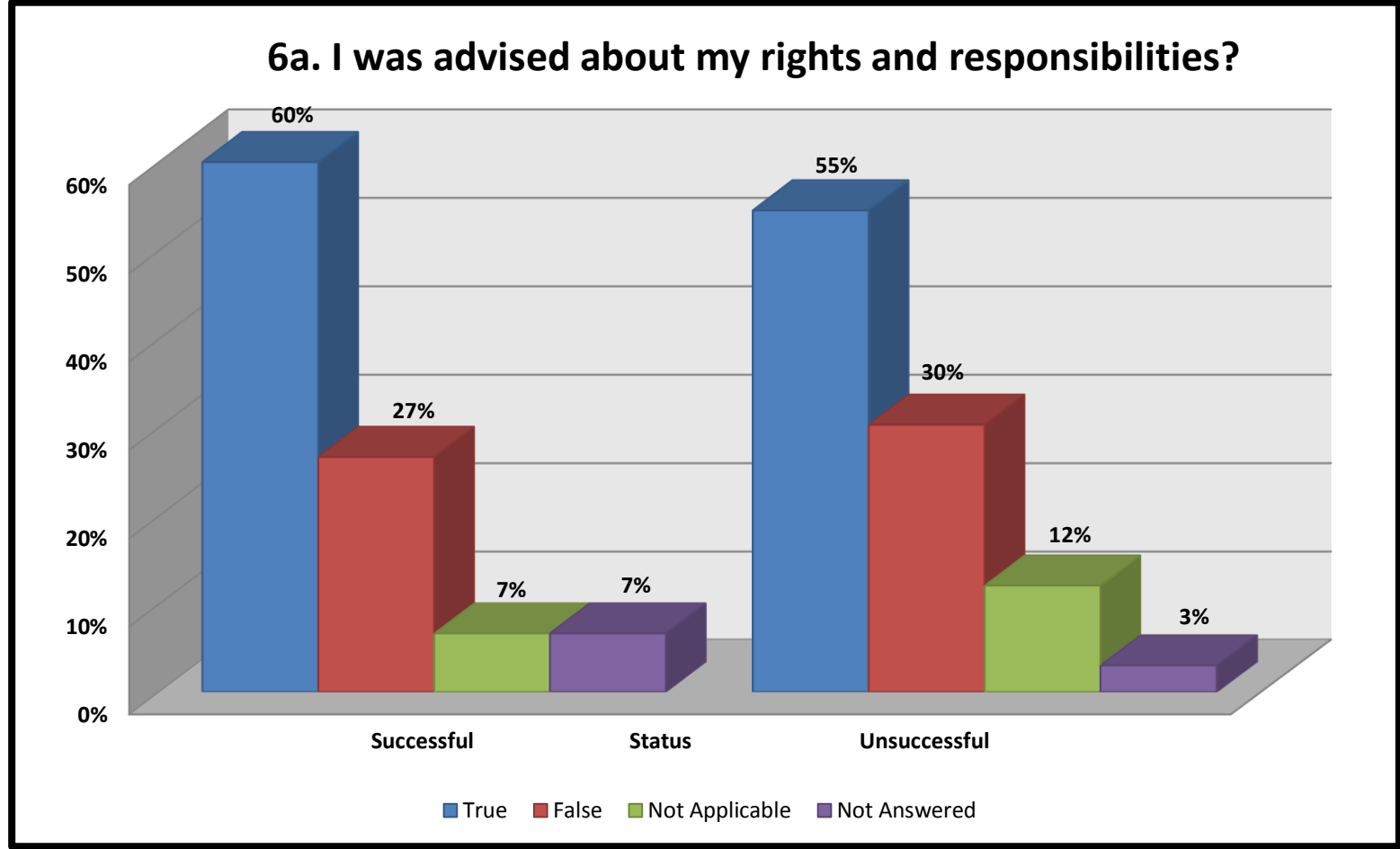
6a. I was advised about my rights and responsibilities?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	9	60%	18	55%	27	56%	50%	43%	46%
False	4	27%	10	30%	14	29%	38%	37%	38%
Not Applicable	1	7%	4	12%	5	10%	12%	20%	16%
Not Answered	1	7%	1	3%	2	4%	0%	0%	0%
Total	15	100%	33	100%	48	100%	100%	100%	100%

Not really an issue for consumers...

2%, 4 of 15 of 215 was NOT advised about their rights and responsibilities

9%, 10 of 33 of 117 was NOT advised about their rights and responsibilities



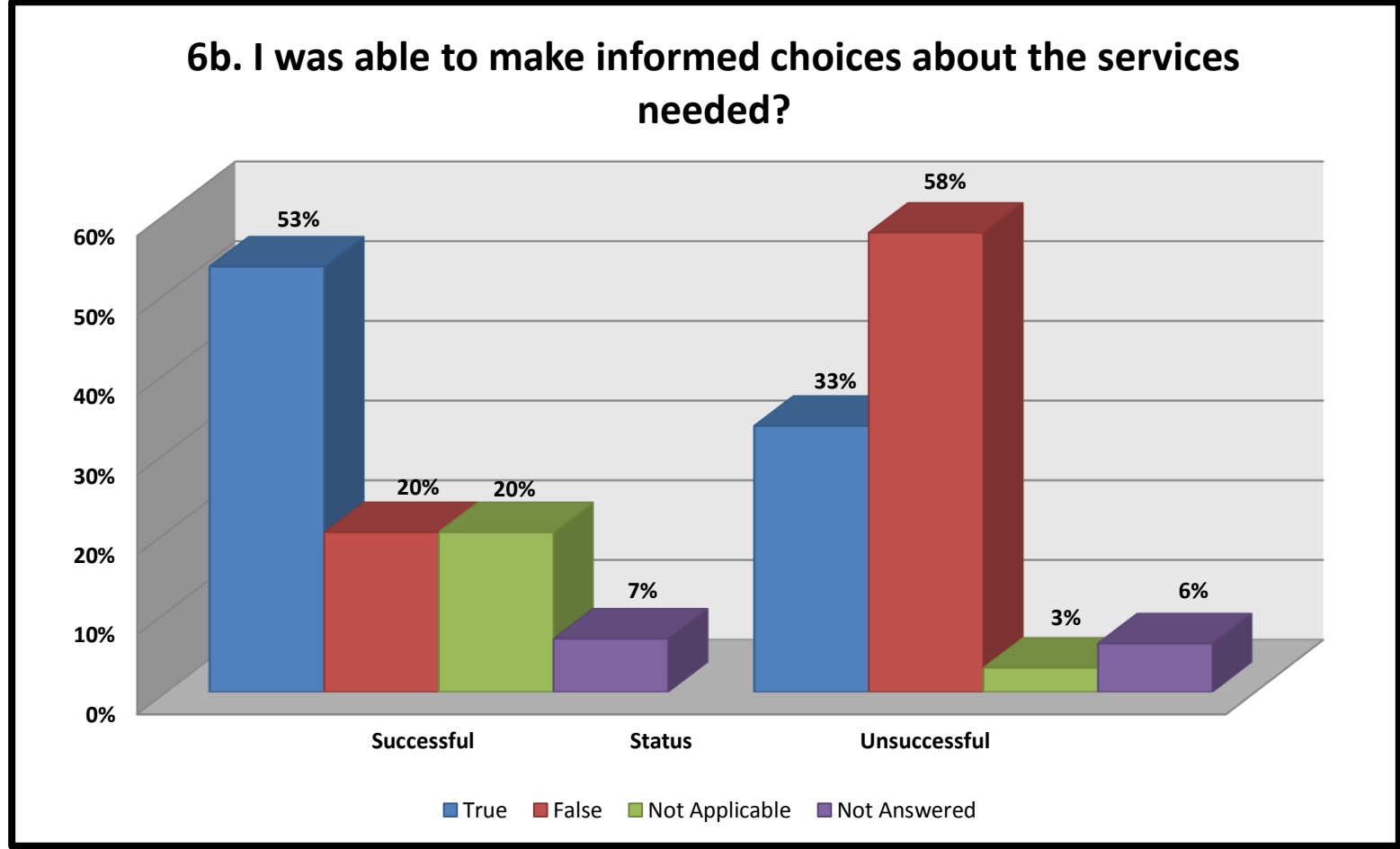
6b. I was able to make informed choices about the services needed?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	8	53%	11	33%	19	40%	38%	23%	30%
False	3	20%	19	58%	22	46%	50%	69%	61%
Not Applicable	3	20%	1	3%	4	8%	8%	9%	8%
Not Answered	1	7%	2	6%	3	6%	4%	0%	2%
Total	15	100%	33	100%	48	100%	100%	100%	100%

16%, 19 of 117 did not feel able to make an informed choice about the services they needed!

1%, 3 of 15 of 215 Unable to make informed choices about the services needed

16%, 19 of 33 of 117 Unable to make informed choices about the services needed



2016 Consumer Satisfaction Survey

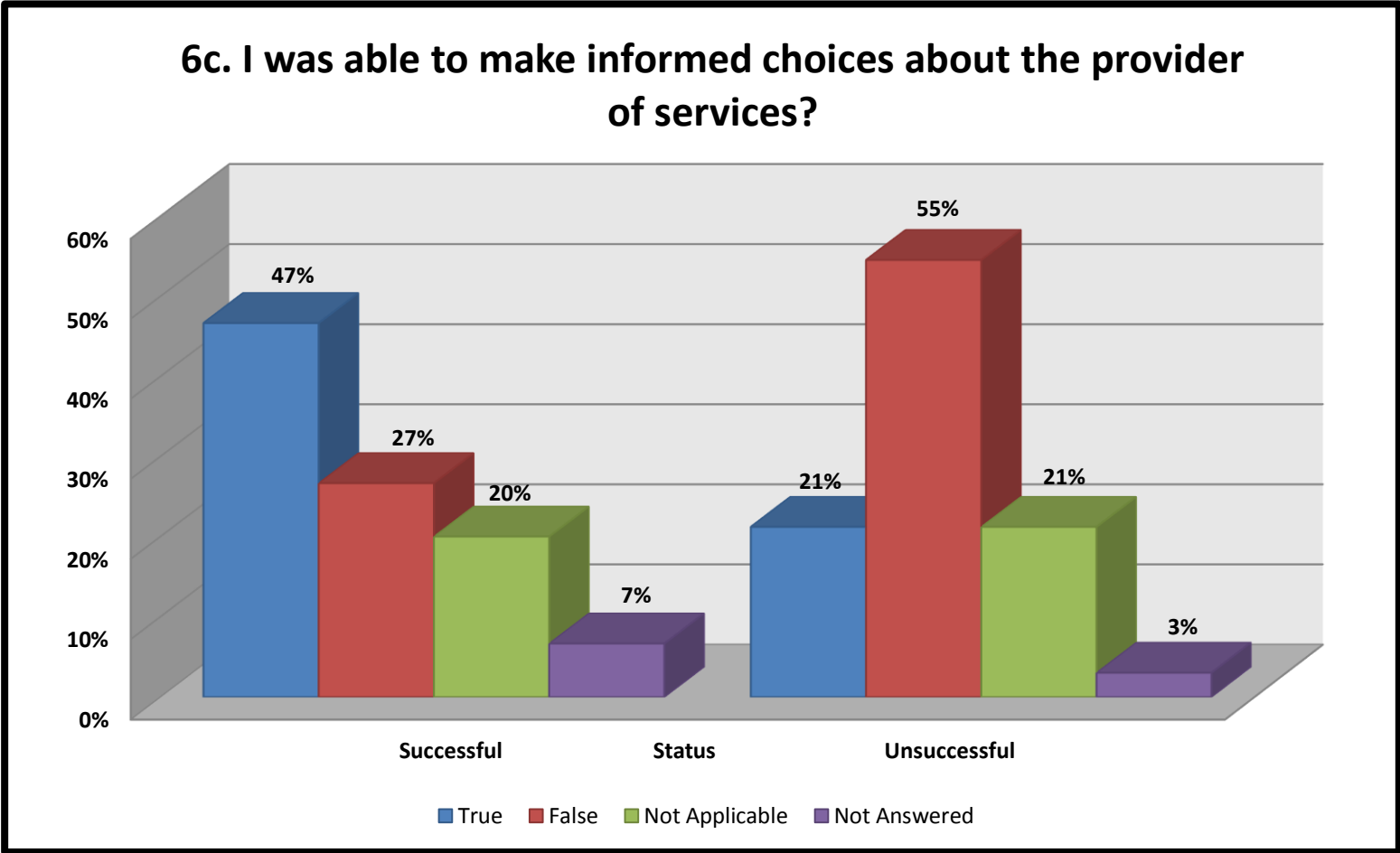
6c. I was able to make informed choices about the provider of services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	7	47%	7	21%	14	29%	46%	31%	38%
False	4	27%	18	55%	22	46%	42%	60%	52%
Not Applicable	3	20%	7	21%	10	21%	8%	9%	8%
Not Answered	1	7%	1	3%	2	4%	4%	0%	2%
Total	15	100%	33	100%	48	100%	100%	100%	100%

Not really an issue for consumers...

2%, 4 of 15 of 215 UNable to make informed choices about the provider of services

15%, 18 of 33 of 117 UNable to make informed choices about the provider of services



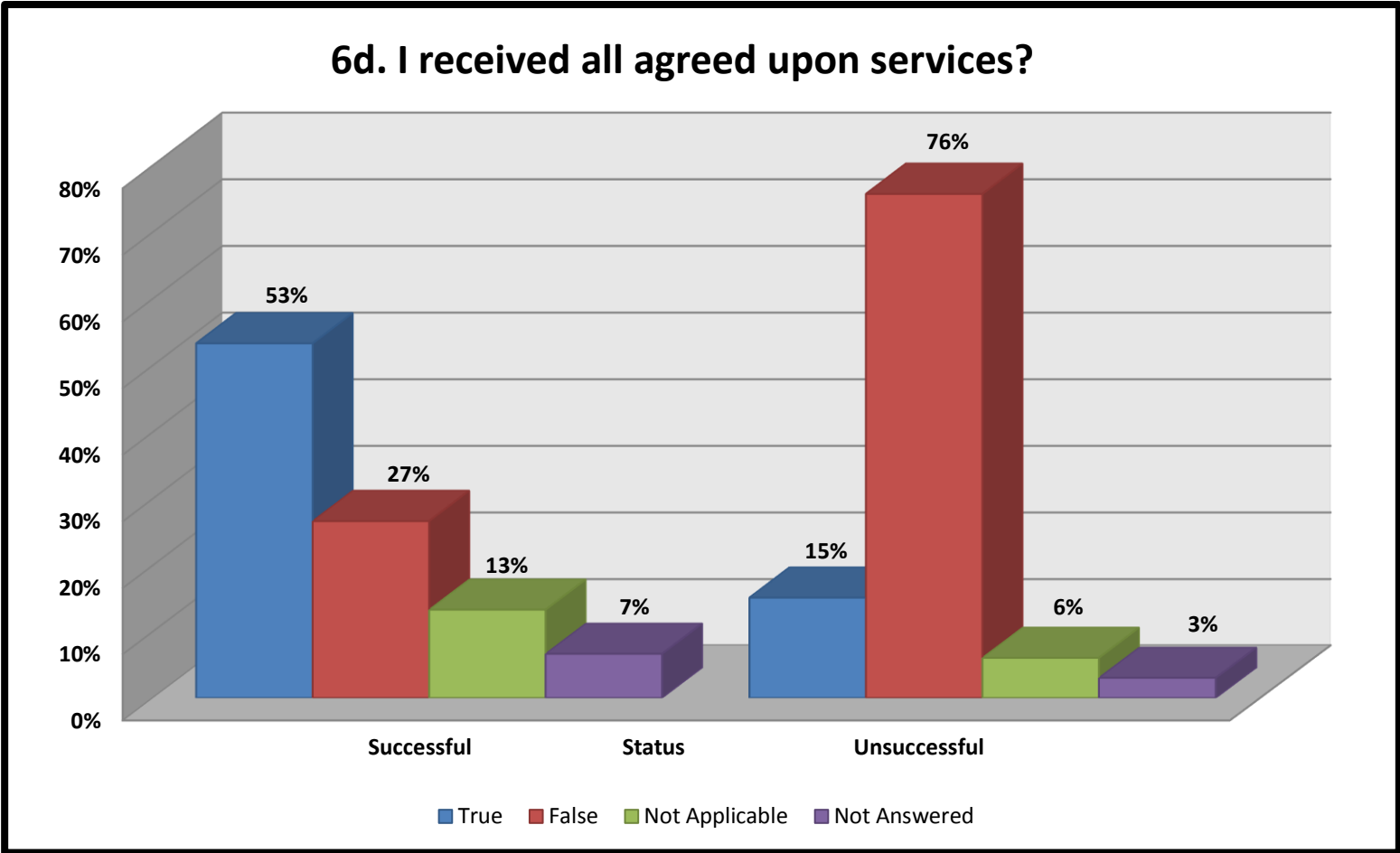
6d. I received all agreed upon services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	8	53%	5	15%	13	27%	42%	23%	31%
False	4	27%	25	76%	29	60%	50%	54%	52%
Not Applicable	2	13%	2	6%	4	8%	8%	20%	15%
Not Answered	1	7%	1	3%	2	4%	0%	3%	2%
Total	15	100%	33	100%	48	100%	100%	100%	100%

Not really an issue for consumers with successful placements. And those without a placement is just under 1 in 5.

2%, 4 of 15 of 215 did NOT receive all agreed upon services

21%, 25 of 33 of 117 did NOT receive all agreed upon services



2016 Consumer Satisfaction Survey

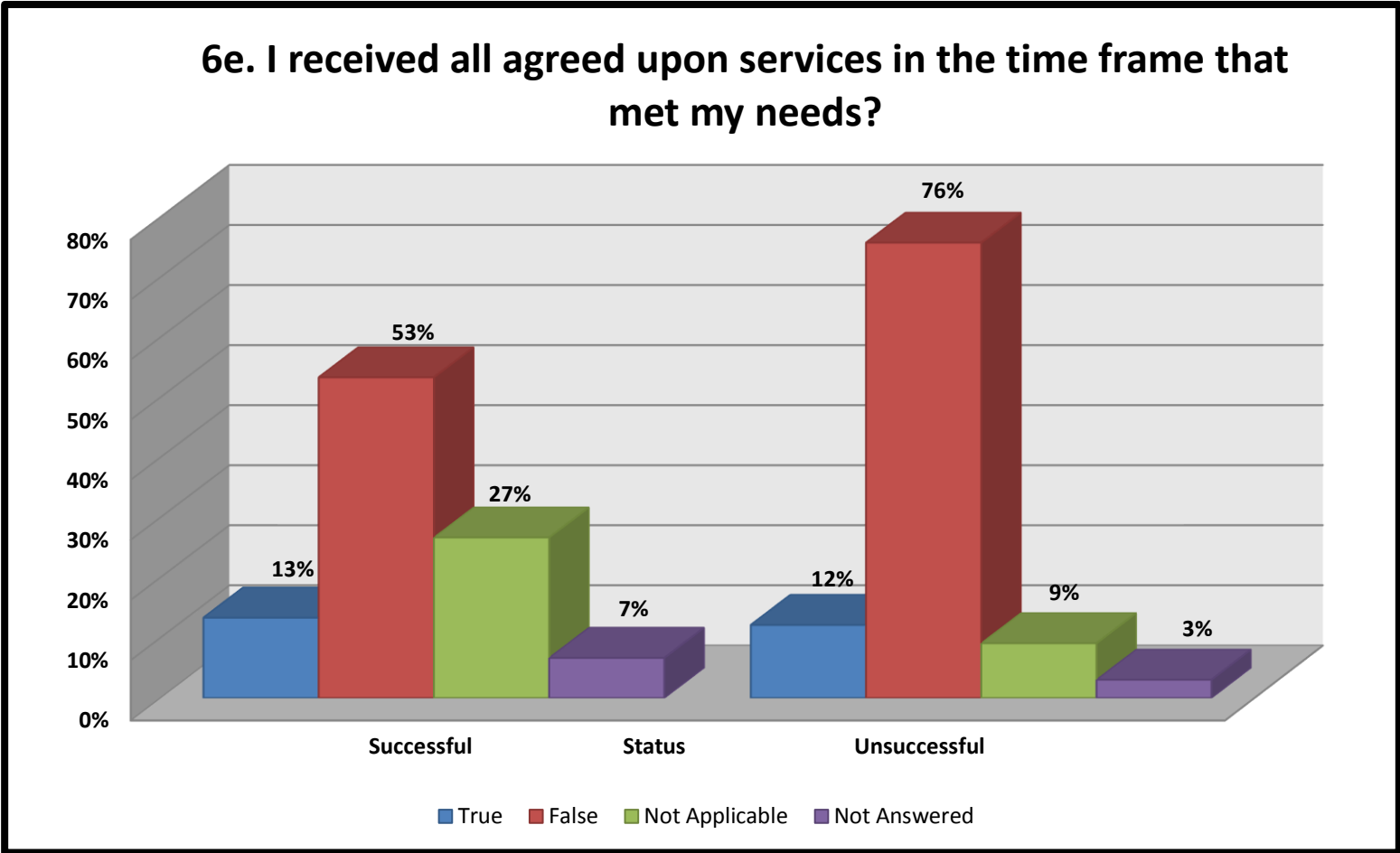
6e. I received all agreed upon services in the time frame that met my needs?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	2	13%	4	12%	6	13%	27%	17%	21%
False	8	53%	25	76%	33	69%	62%	71%	67%
Not Applicable	4	27%	3	9%	7	15%	12%	11%	11%
Not Answered	1	7%	1	3%	2	4%	0%	0%	0%
Total	15	100%	33	100%	48	100%	100%	100%	100%

Pretty significant for unplaced workers

4%, 8 of 15 of 215 did NOT receive all agreed upon services in the time frame that met their needs

21%, 25 of 33 of 117 did NOT receive all agreed upon services in the time frame that met their needs



7. I am employed or more prepared for employment because of the services I received?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	148	69%	46	39%	194	58%	70%	32%	61%
Mostly True	44	20%	20	17%	64	19%	19%	22%	19%
Mostly Untrue	5	2%	11	9%	16	5%	4%	15%	7%
Untrue	14	7%	34	29%	48	14%	4%	28%	10%
Not Answered	4	2%	6	5%	10	3%	3%	3%	3%
Total	215	100%	117	100%	332	100%	100%	100%	100%

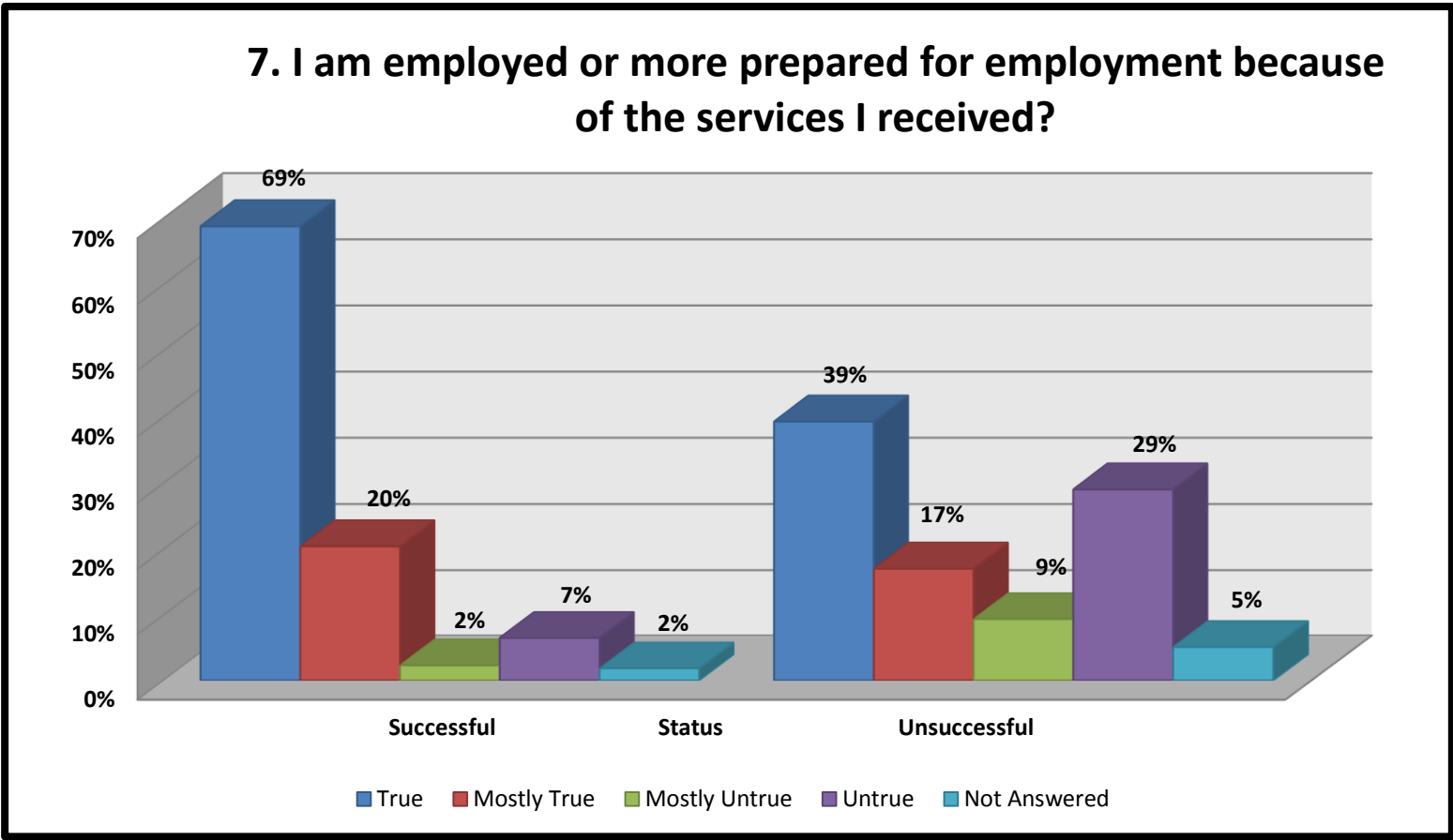
Pretty high negative of those not employed (over a third) 38%

89%, 192 of 215 employed or more prepared for employment because of the services they received

9%, 19 of 215 employed but do NOT percieve this was because of the services they received

56%, 66 of 117 not employed or more preparedness for employment because of the services they received

38%, 45 of 117 not employed and do NOT perceive preparedness because of the services received



2016 Consumer Satisfaction Survey

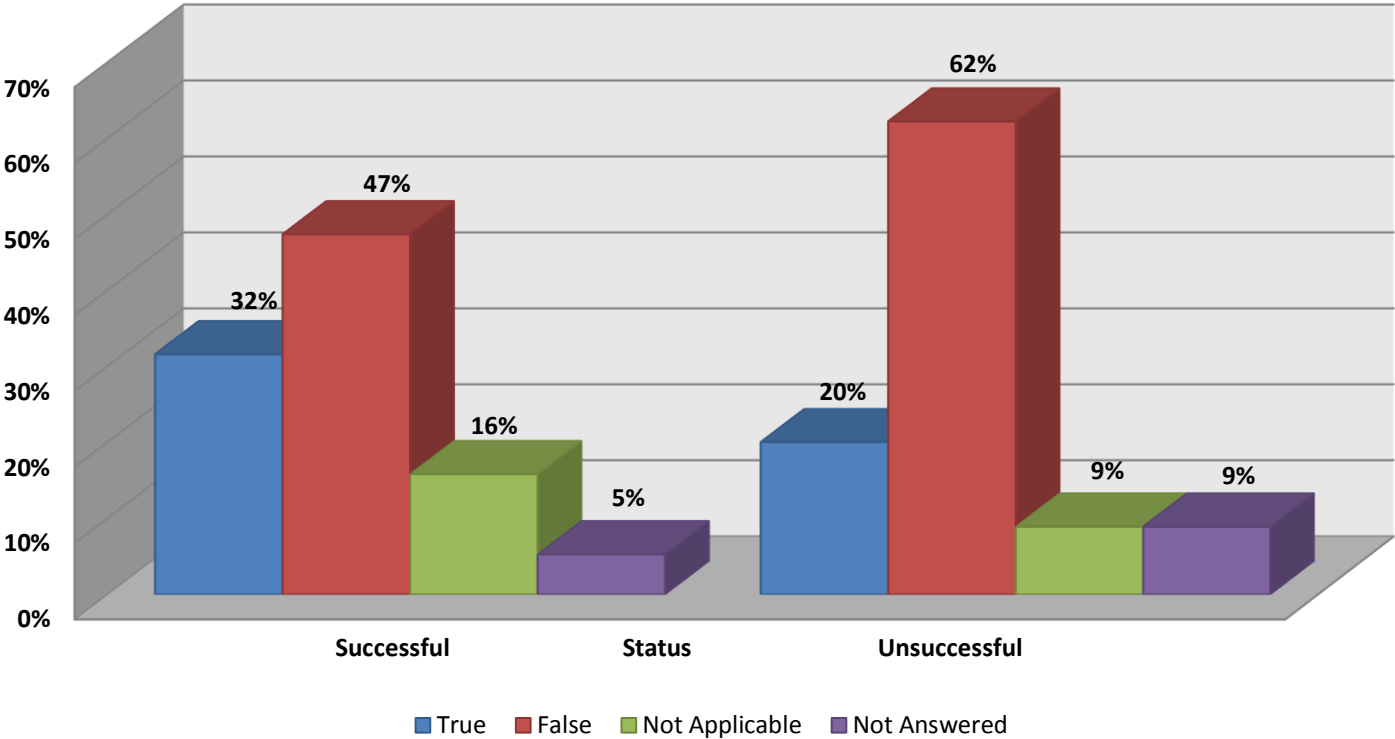
7a. Services I received helped to decrease or remove the challenges I had related to employment?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	6	32%	9	20%	15	23%	11%	9%	9%
False	9	47%	28	62%	37	58%	63%	62%	62%
Not Applicable	3	16%	4	9%	7	11%	26%	26%	26%
Not Answered	1	5%	4	9%	5	8%	0%	4%	3%
Total	19	100%	45	100%	64	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 5.

4%, 9 of 19 of 215 stated that services received did NOT help to decrease, accommodate, and/or remove my disability related barriers
24%, 28 of 45 of 117 stated that services received did NOT help to decrease, accommodate, and/or remove my disability related barriers

7a. Services I received helped to decrease or remove the challenges I had related to employment?



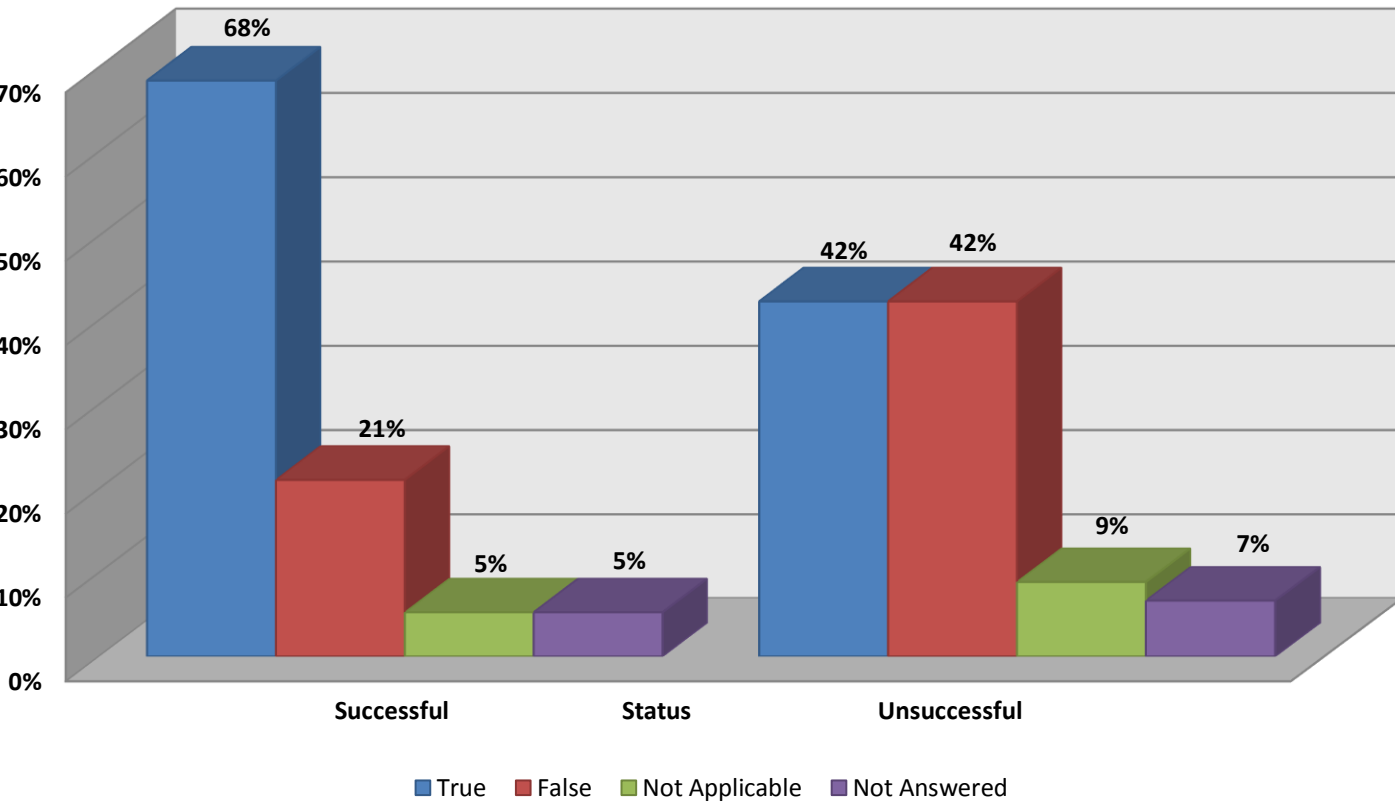
7b. I can independently search for employment?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	13	68%	19	42%	32	50%	63%	57%	59%
False	4	21%	19	42%	23	36%	19%	23%	22%
Not Applicable	1	5%	4	9%	5	8%	19%	15%	16%
Not Answered	1	5%	3	7%	4	6%	0%	4%	3%
Total	19	100%	45	100%	64	100%	100%	100%	100%

Not really an issue for consumers...

2%, 4 of 19 of 215 could NOT independently search for employment
16%, 19 of 45 of 117 could NOT independently search for employment

7b. I can independently search for employment?



2016 Consumer Satisfaction Survey

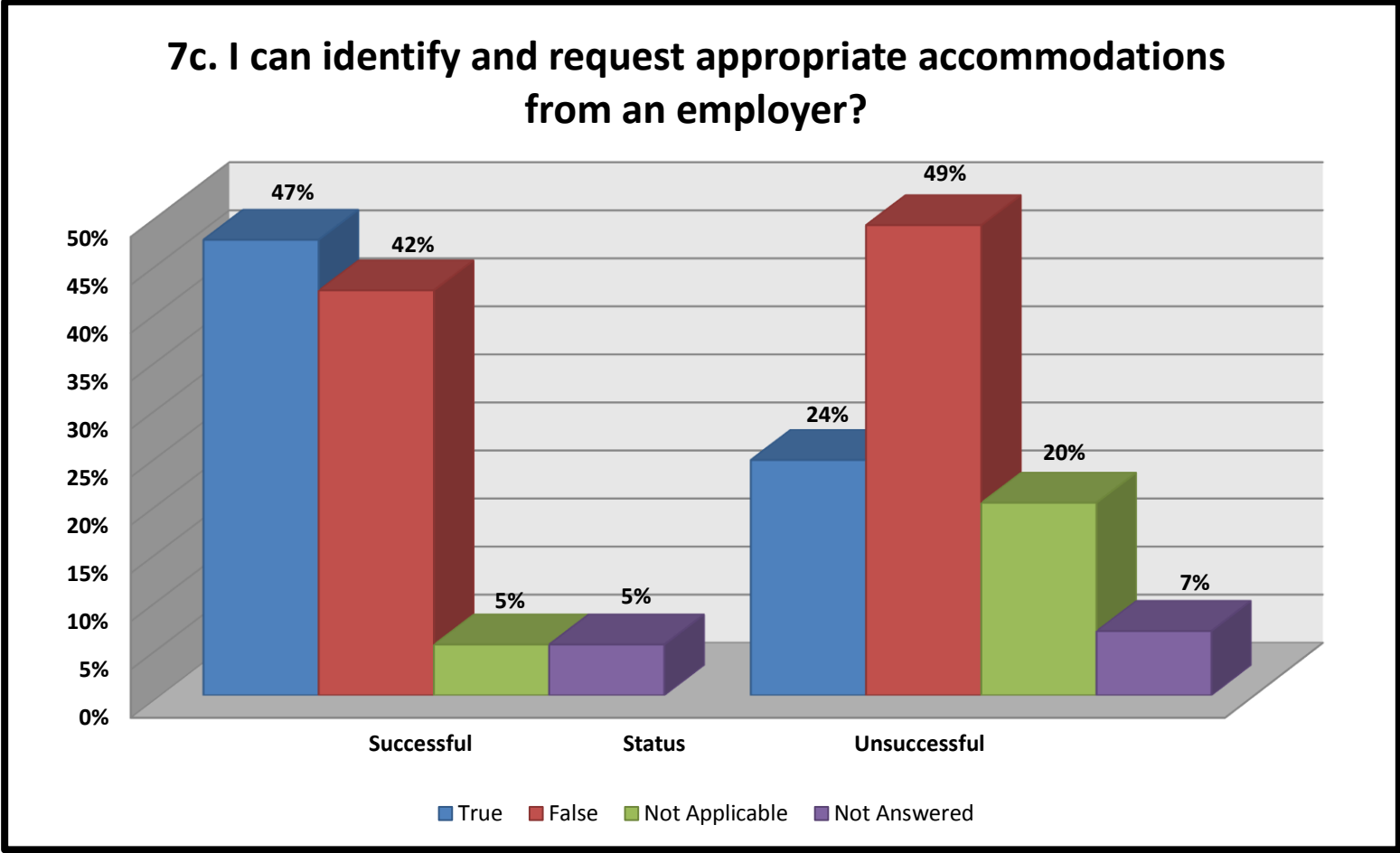
7c. I can identify and request appropriate accommodations from an employer?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	9	47%	11	24%	20	31%	44%	38%	41%
False	8	42%	22	49%	30	47%	37%	28%	31%
Not Applicable	1	5%	9	20%	10	16%	15%	30%	24%
Not Answered	1	5%	3	7%	4	6%	4%	4%	4%
Total	19	100%	45	100%	64	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 5.

4%, 8 of 19 of 215 Unable to identify and request appropriate accommodations from an employer

19%, 22 of 45 of 117 Unable to identify and request appropriate accommodations from an employer



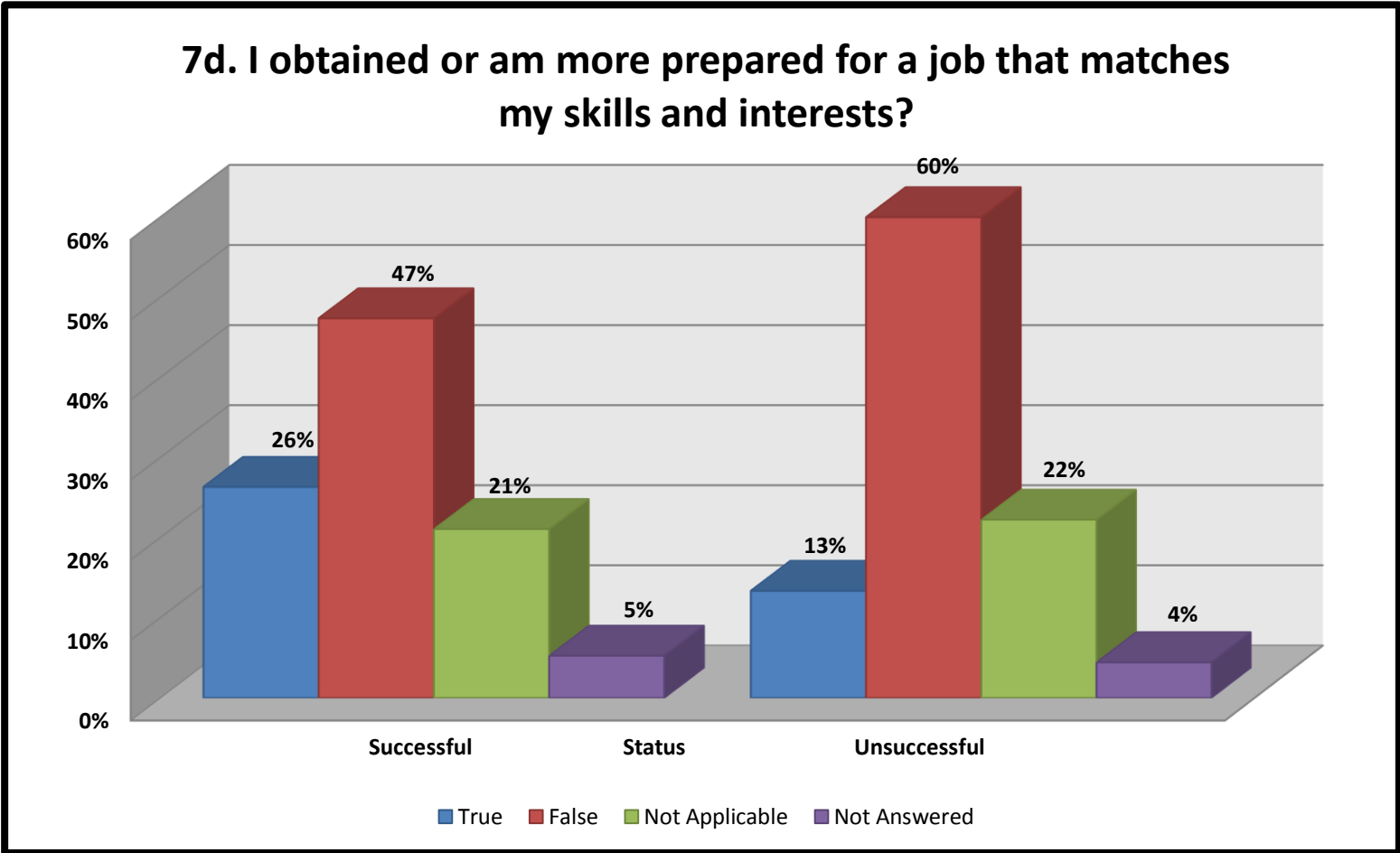
7d. I obtained or am more prepared for a job that matches my skills and interests?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	5	26%	6	13%	11	17%	33%	15%	22%
False	9	47%	27	60%	36	56%	48%	51%	50%
Not Applicable	4	21%	10	22%	14	22%	19%	30%	26%
Not Answered	1	5%	2	4%	3	5%	0%	4%	3%
Total	19	100%	45	100%	64	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is more than 1 in 5.

4%, 9 of 19 of 215 did NOT obtain or are NOT prepared for a job that matches my skills/intersts

23%, 27 of 45 of 117 did NOT obtain or are NOT prepared for a job that matches my skills/intersts



2016 Consumer Satisfaction Survey

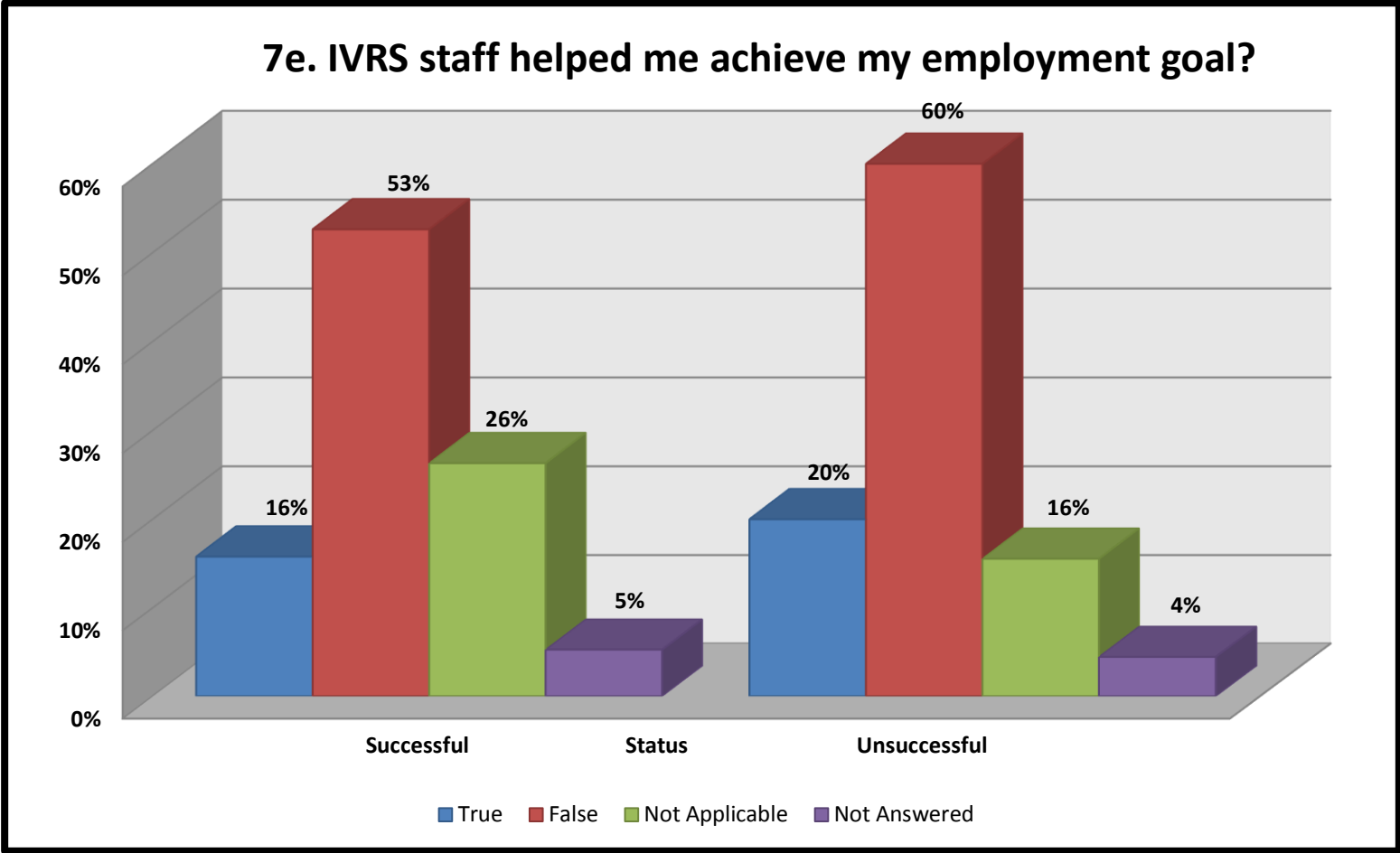
7e. IVRS staff helped me achieve my employment goal?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	3	16%	9	20%	12	19%	33%	4%	15%
False	10	53%	27	60%	37	58%	37%	53%	47%
Not Applicable	5	26%	7	16%	12	19%	22%	36%	31%
Not Answered	1	5%	2	4%	3	5%	7%	6%	7%
Total	19	100%	45	100%	64	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is over 1 in 5.

5%, 10 of 19 of 215 did NOT obtain the job goal that was identified in my IPE

23%, 27 of 45 of 117 did NOT obtain the job goal that was identified in my IPE



8. In addition to IVRS, I needed assistance from other agencies for non-employment related needs? (i.e. housing, food assistance)

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	62	29%	44	38%	106	32%	27%	33%	29%
Mostly True	24	11%	19	16%	43	13%	15%	20%	16%
Mostly Untrue	13	6%	9	8%	22	7%	8%	10%	9%
Untrue	105	49%	34	29%	139	42%	45%	28%	41%
Not Answered	11	5%	11	9%	22	7%	5%	9%	6%
Total	215	100%	117	100%	332	100%	100%	100%	100%

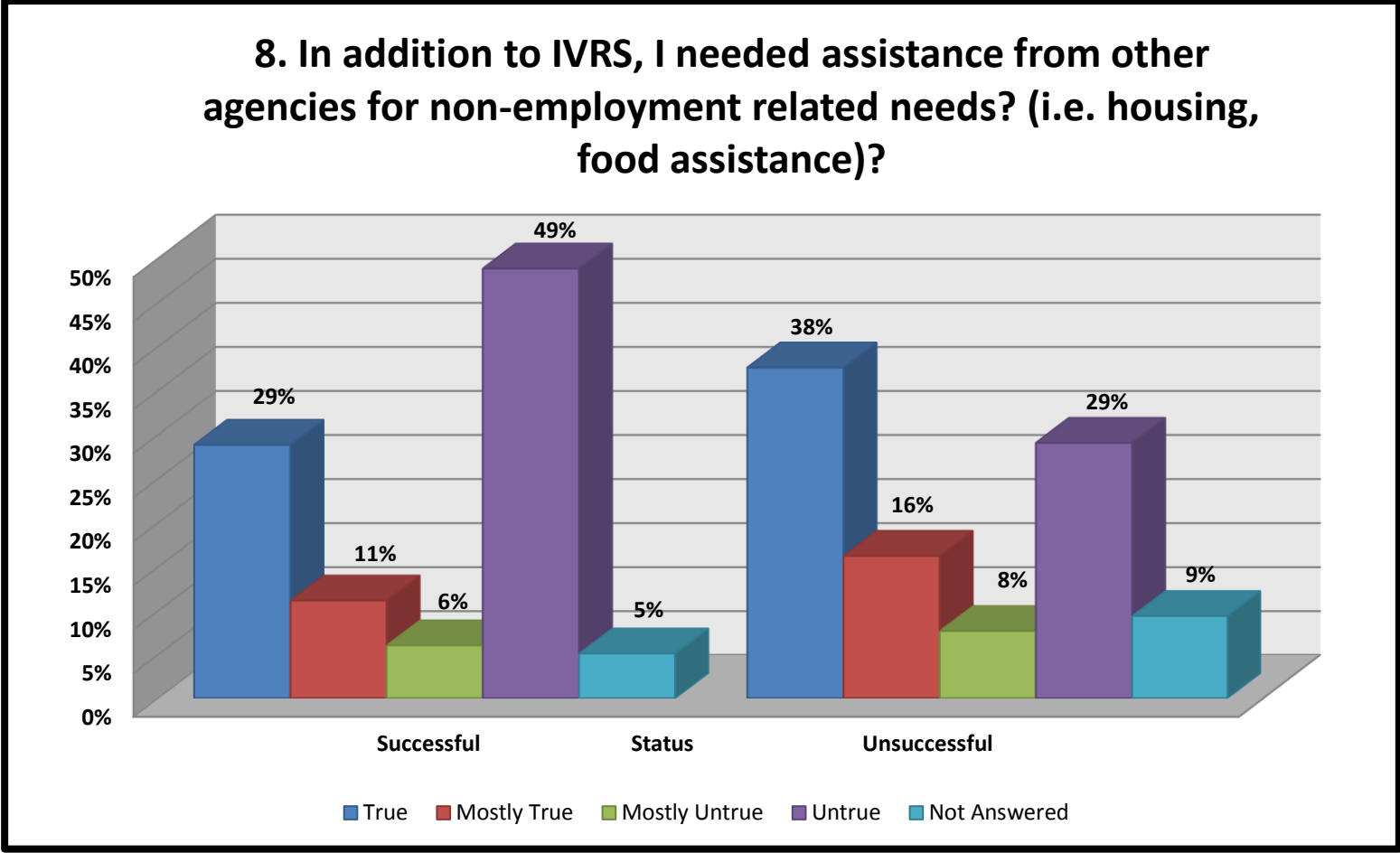


40%, 86 of 215 needed assistance from other agencies not directly related to employment

55%, 118 of 215 did NOT need assistance from other agencies not directly related to employment

54%, 63 of 117 needed assistance from other agencies not directly related to employment

37%, 43 of 117 did NOT need assistance from other agencies not directly related to employment



2016 Consumer Satisfaction Survey

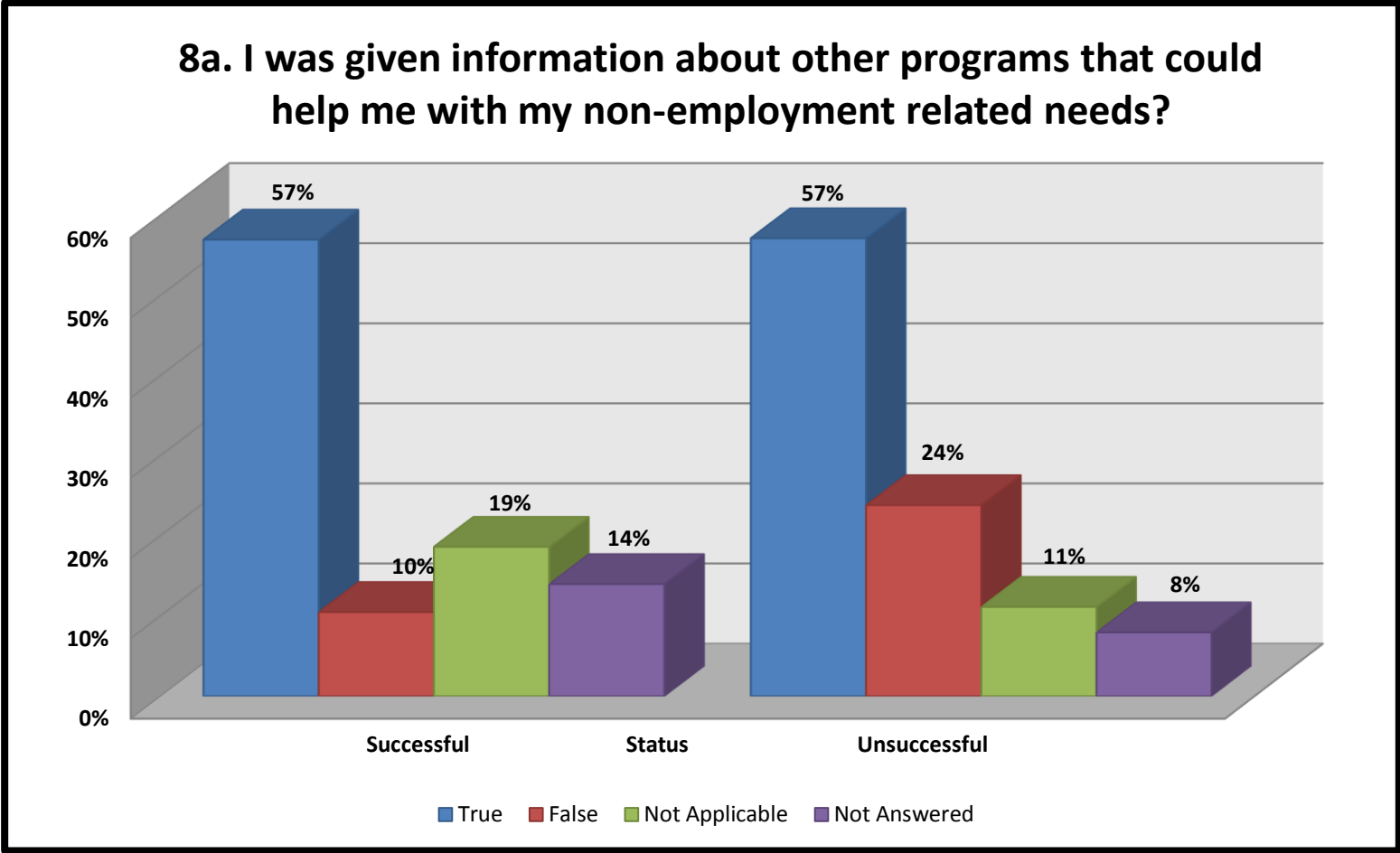
8a. I was given information about other programs that could help me with my non-employment related needs?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	49	57%	36	57%	85	57%	56%	43%	52%
False	9	10%	15	24%	24	16%	11%	31%	17%
Not Applicable	16	19%	7	11%	23	15%	22%	12%	19%
Not Answered	12	14%	5	8%	17	11%	11%	14%	12%
Total	86	100%	63	100%	149	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is 1 in 7.

4%, 9 of 86 of 215 were NOT provided information about other programs that would be able to assist me with non-employment related needs

13%, 15 of 63 of 117 were NOT provided information about other programs that would be able to assist me with non-employment related needs



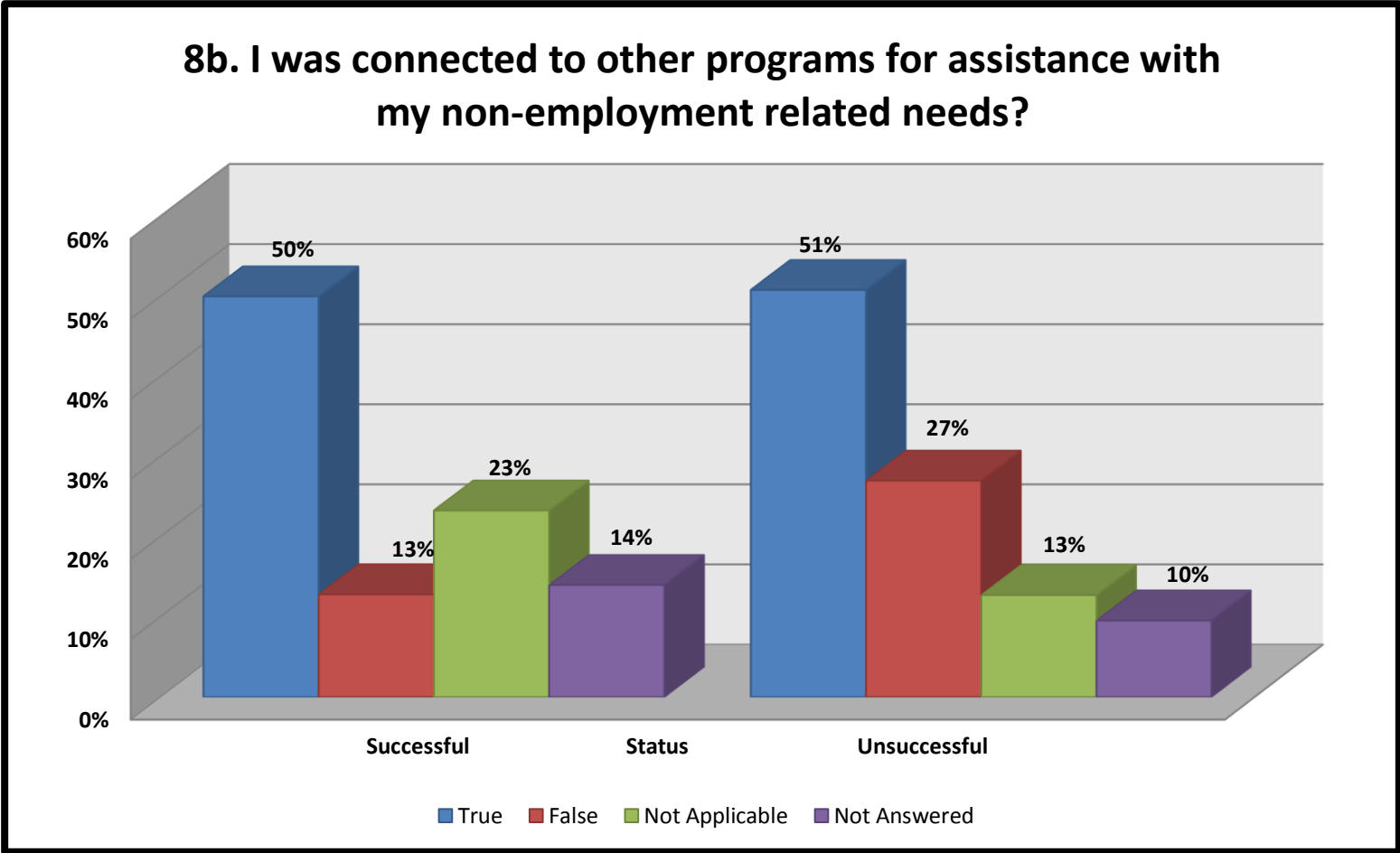
8b. I was connected to other programs for assistance with my non-employment related needs?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	43	50%	32	51%	75	50%	47%	33%	43%
False	11	13%	17	27%	28	19%	15%	36%	21%
Not Applicable	20	23%	8	13%	28	19%	27%	17%	24%
Not Answered	12	14%	6	10%	18	12%	11%	14%	12%
Total	86	100%	63	100%	149	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is 1 in 7.

5%, 11 of 86 of 215 were NOT referred to other programs for assistance with my non-employment related needs

15%, 17 of 63 of 117 were NOT referred to other programs for assistance with my non-employment related needs



2016 Consumer Satisfaction Survey

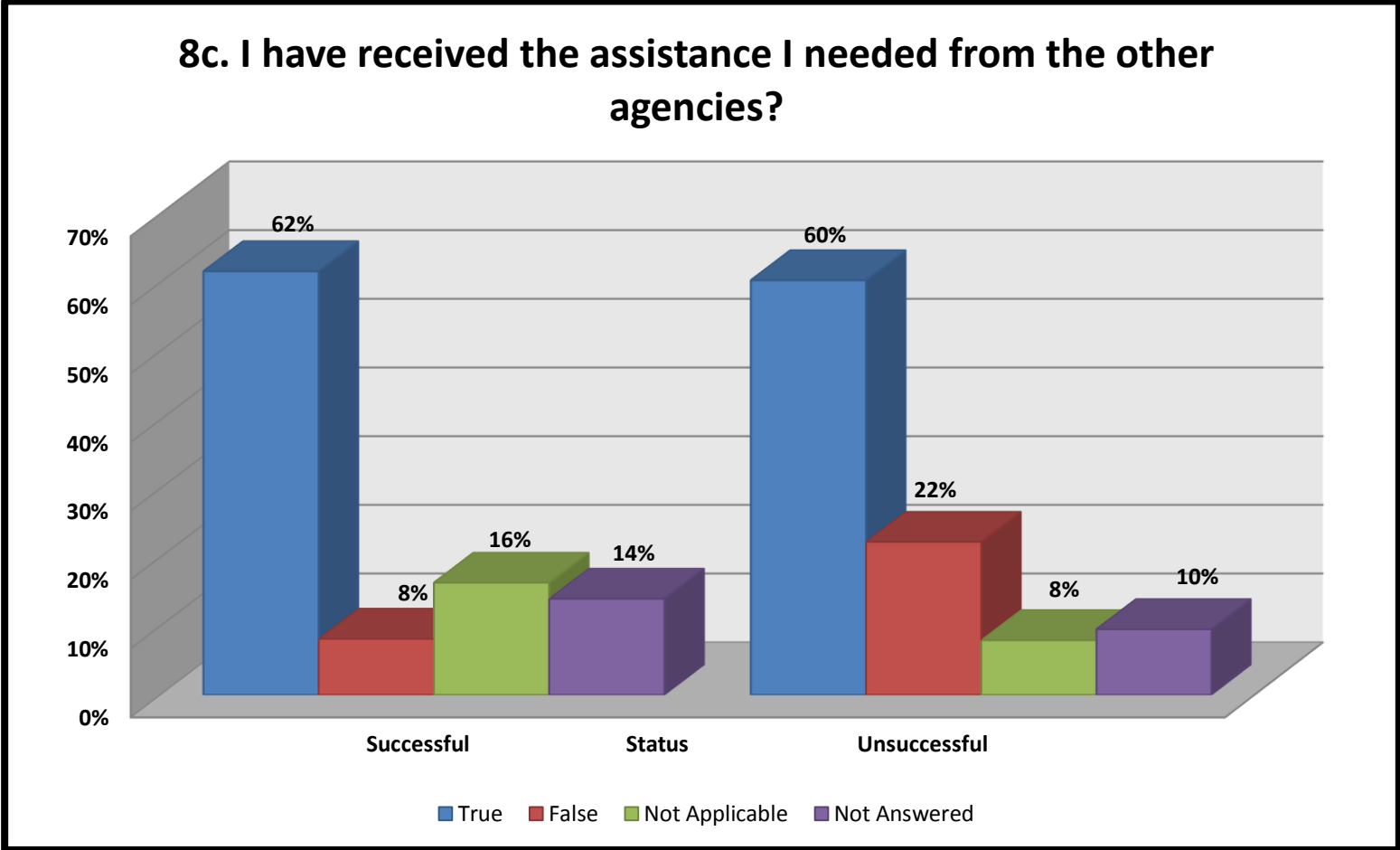
8c. I have received the assistance I needed from the other agencies?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	53	62%	38	60%	91	61%	54%	38%	49%
False	7	8%	14	22%	21	14%	6%	19%	10%
Not Applicable	14	16%	5	8%	19	13%	29%	28%	28%
Not Answered	12	14%	6	10%	18	12%	11%	16%	12%
Total	86	100%	63	100%	149	100%	100%	100%	100%

This question seems to show with overwhelming numbers that people received the assistance for which they were referred.

3%, 4 of 86 of 215 did NOT receive the assistance for which I was referred

12%, 14 of 63 of 117 did NOT receive the assistance for which I was referred



8d. I am currently on a waiting list for services from the other agencies?

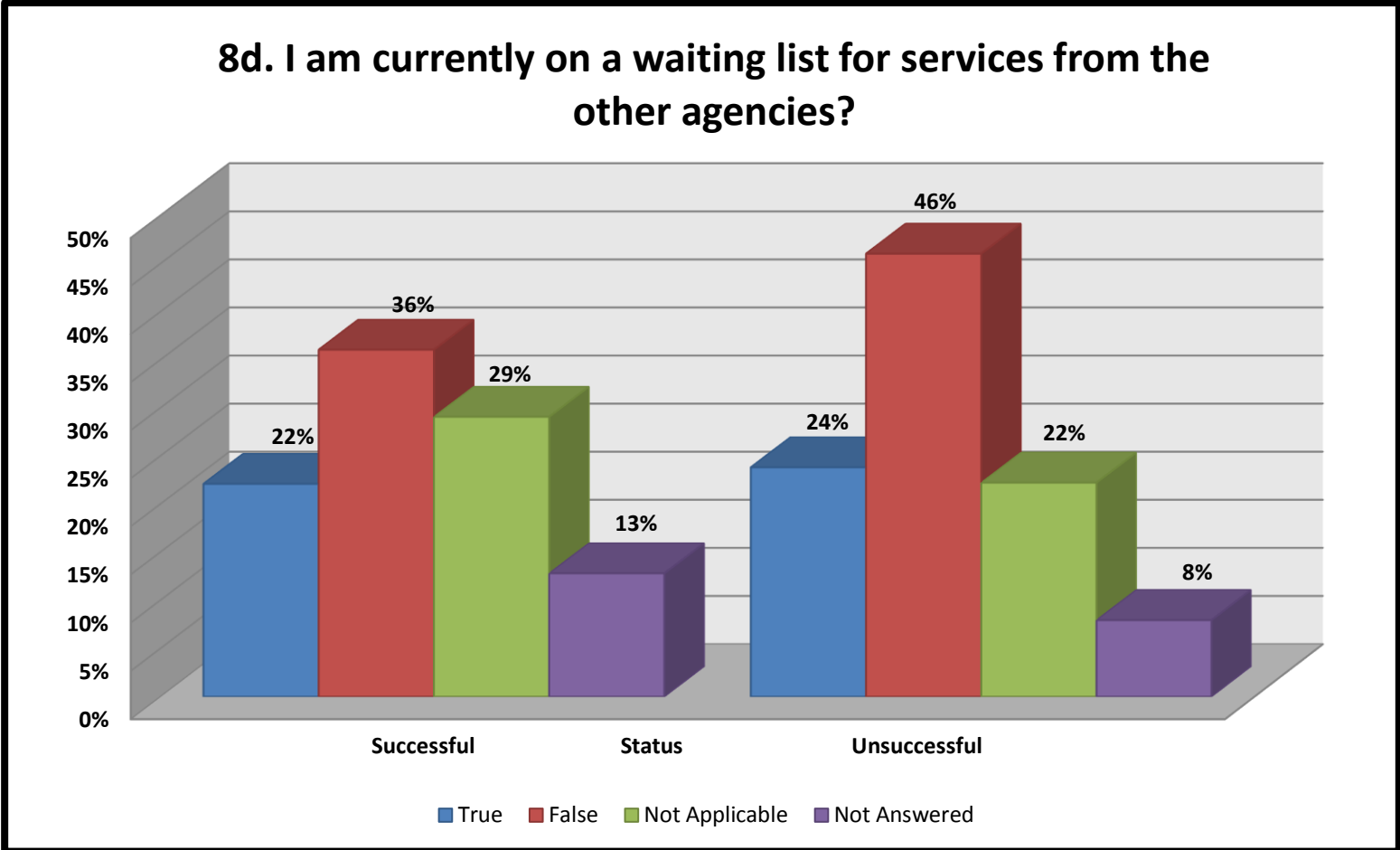
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	19	22%	15	24%	34	23%	13%	24%	16%
False	31	36%	29	46%	60	40%	34%	24%	31%
Not Applicable	25	29%	14	22%	39	26%	41%	38%	40%
Not Answered	11	13%	5	8%	16	11%	12%	14%	12%
Total	86	100%	63	100%	149	100%	100%	100%	100%

9%, 19 of 86 of 215 currently waiting for assistance from the program to which they were referred

13%, 15 of 63 of 117 currently waiting for assistance from the program to which they were referred

14%, 31 of 86 of 215 NOT currently waiting for assistance from the program to which they were referred

25%, 29 of 63 of 117 NOT currently waiting for assistance from the program to which they were referred



2016 Consumer Satisfaction Survey

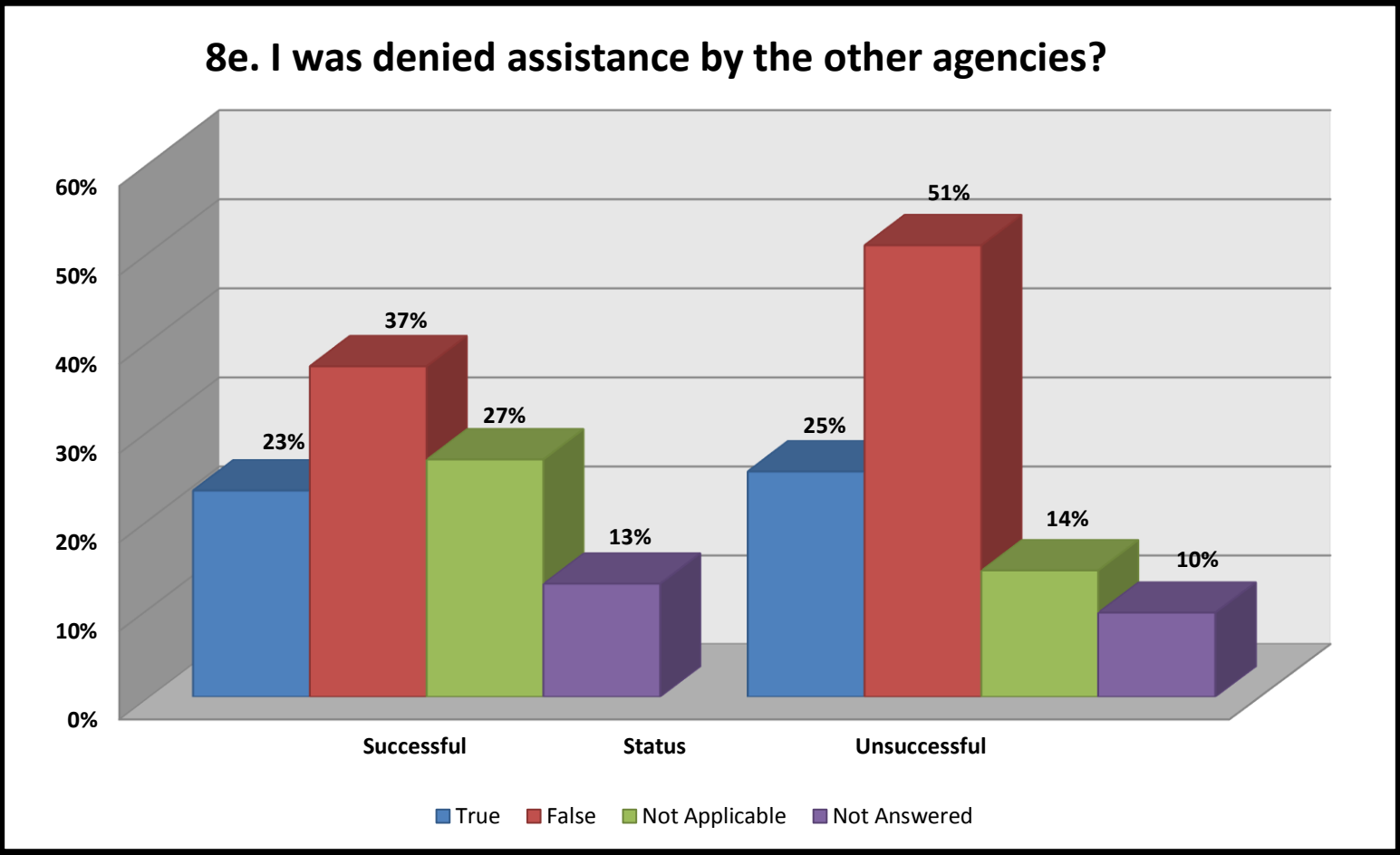
8e. I was denied assistance by the other agencies?									
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	20	23%	16	25%	36	24%	10%	24%	14%
False	32	37%	32	51%	64	43%	45%	28%	40%
Not Applicable	23	27%	9	14%	32	21%	34%	34%	34%
Not Answered	11	13%	6	10%	17	11%	12%	14%	12%
Total	86	100%	63	100%	149	100%	100%	100%	100%

9%, 20 of 86 of 215 denied the assistance for which they were referred

14%, 16 of 63 of 117 denied the assistance for which they were referred

15%, 32 of 86 of 215 NOT denied the assistance for which they were referred (granted the assistance)

27%, 32 of 63 of 117 NOT denied the assistance for which they were referred (granted the assistance)



9. I needed services that IVRS could not provide before I was ready for employment?									
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	25	12%	31	26%	56	17%	12%	24%	15%
Mostly True	16	7%	16	14%	32	10%	9%	17%	11%
Mostly Untrue	20	9%	16	14%	36	11%	13%	7%	11%
Untrue	139	65%	38	32%	177	53%	59%	40%	55%
Not Answered	15	7%	16	14%	31	9%	6%	12%	8%
Total	215	100%	117	100%	332	100%	100%	100%	100%

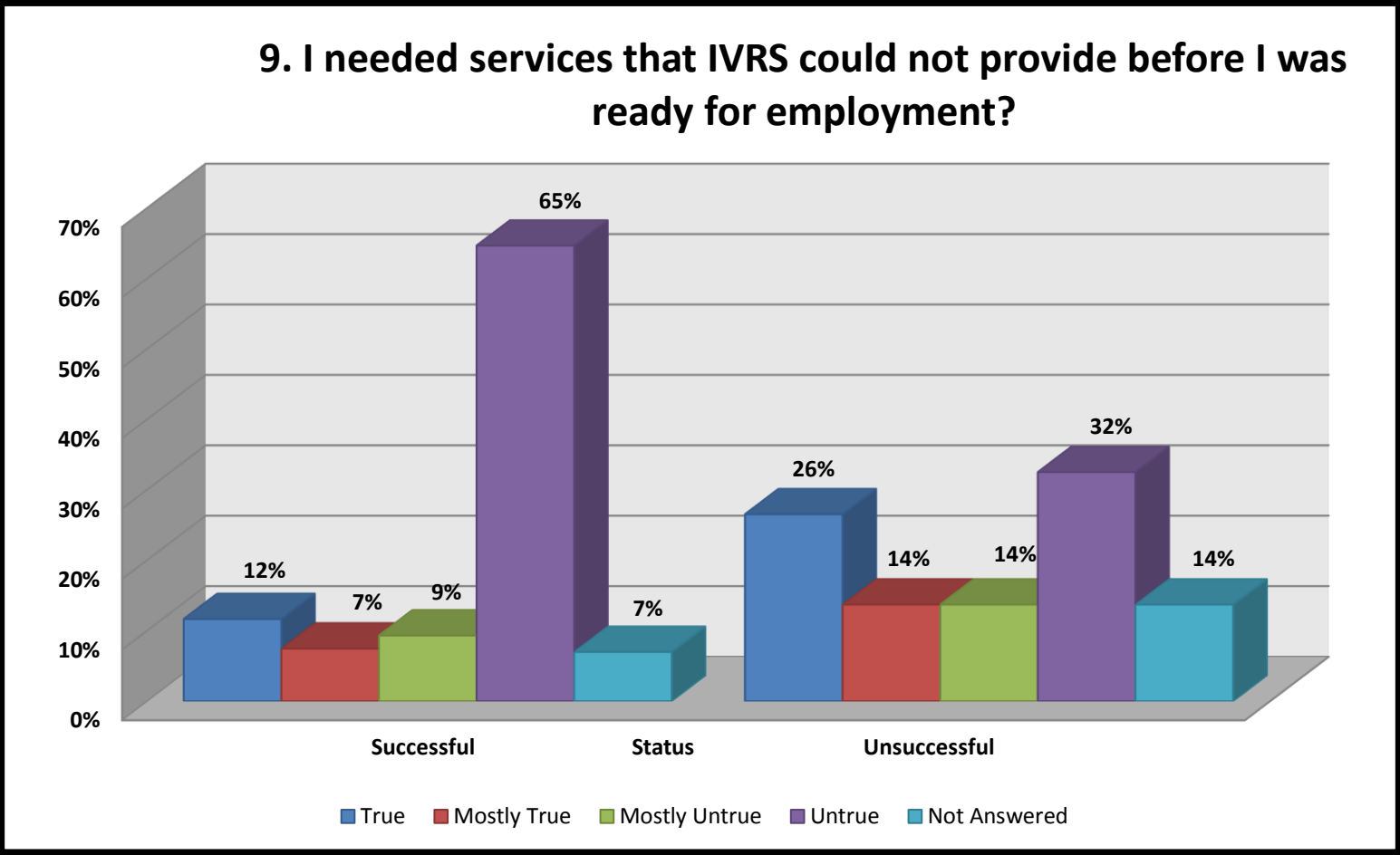
Many consumers, whether successfully placed or not, needed other services before they could become employed

19%, 41 of 215 needed other services before they could become employed

26%, 31 of 117 needed other services before they could become employed

74%, 159 of 215 did NOTneed other services before they could become employed

46%, 54 of 117 did NOT need other services before they could become employed



2016 Consumer Satisfaction Survey

10. I had a satisfactory experience through IVRS?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	170	79%	62	53%	232	70%	74%	42%	66%
Mostly True	29	13%	16	14%	45	14%	15%	30%	19%
Mostly Untrue	6	3%	14	12%	20	6%	3%	5%	4%
Untrue	4	2%	15	13%	19	6%	3%	17%	6%
Not Answered	6	3%	10	9%	16	5%	4%	6%	5%
Total	215	100%	117	100%	332	100%	100%	100%	100%

Nearly 1 in 4 of those consumers not placed with a job were not satisfied with their VR process.

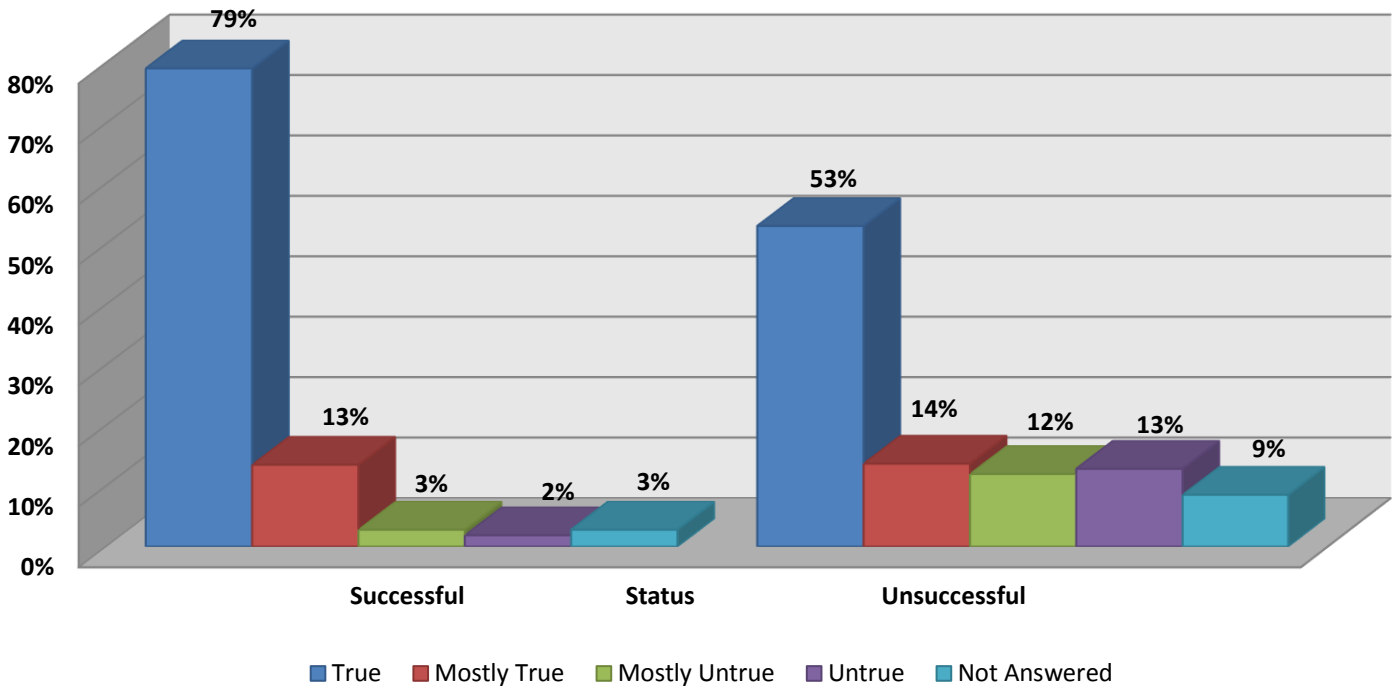
92%, 199 of 215 had satisfactory experiences throughout the vocational rehabilitation process

67%, 78 of 117 had satisfactory experiences throughout the vocational rehabilitation process

5%, 10 of 215 did NOT have satisfactory experiences throughout the vocational rehabilitation process

25%, 29 of 117 did NOT have satisfactory experiences throughout the vocational rehabilitation process

10. I had a satisfactory experience through IVRS?



11. When I applied for services, I was given an overview of the vocational rehabilitation process that I understood?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	158	73%	68	58%	226	68%	76%	55%	71%
Mostly True	44	20%	22	19%	66	20%	15%	25%	18%
Mostly Untrue	3	1%	9	8%	12	4%	2%	4%	2%
Untrue	2	1%	9	8%	11	3%	4%	9%	5%
Not Answered	8	4%	9	8%	17	5%	3%	7%	4%
Total	215	100%	117	100%	332	100%	100%	100%	100%

Not really an issue

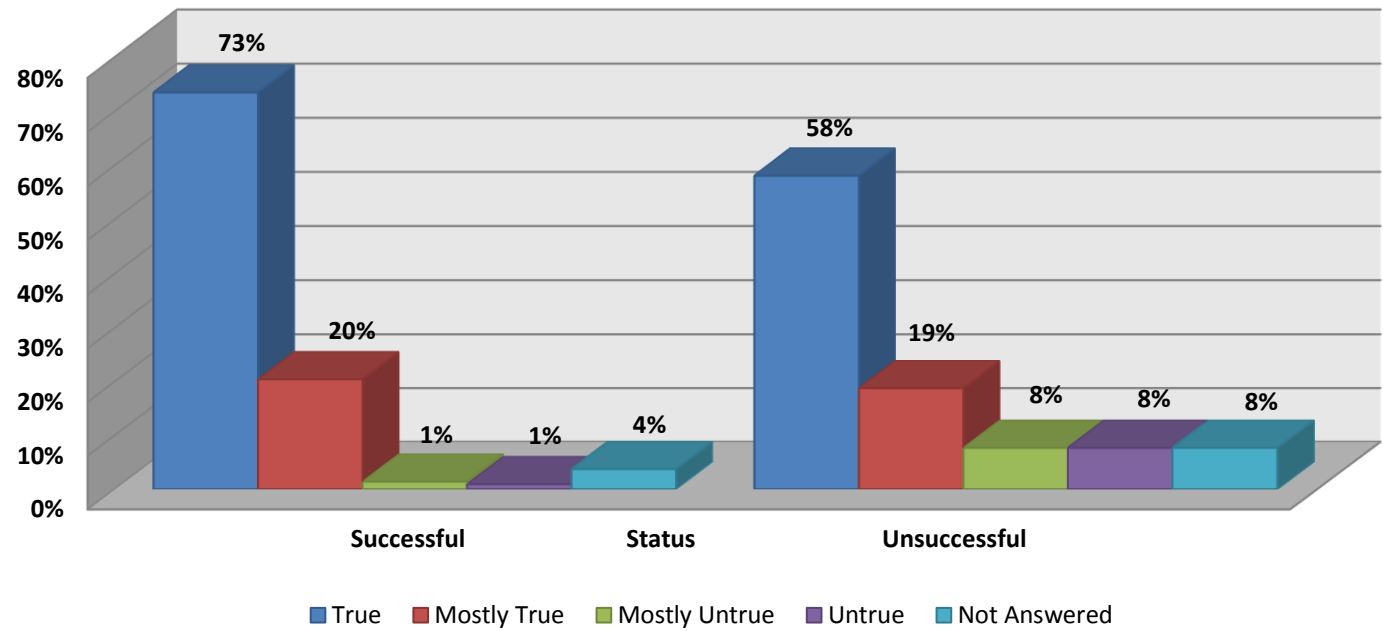
93%, 202 of 217 had their introduction to the vocational rehabilitation process be adequate enough when they applied for services

77%, 90 of 117 had their introduction to the vocational rehabilitation process be adequate enough when they applied for services

2%, 5 of 215 did NOT have their introduction to the vocational rehabilitation process be adequate enough when they applied for services

16%, 18 of 117 did NOT have their introduction to the vocational rehabilitation process be adequate enough when they applied for services

11. When I applied for services, I was given an overview of the vocational rehabilitation process that I understood?



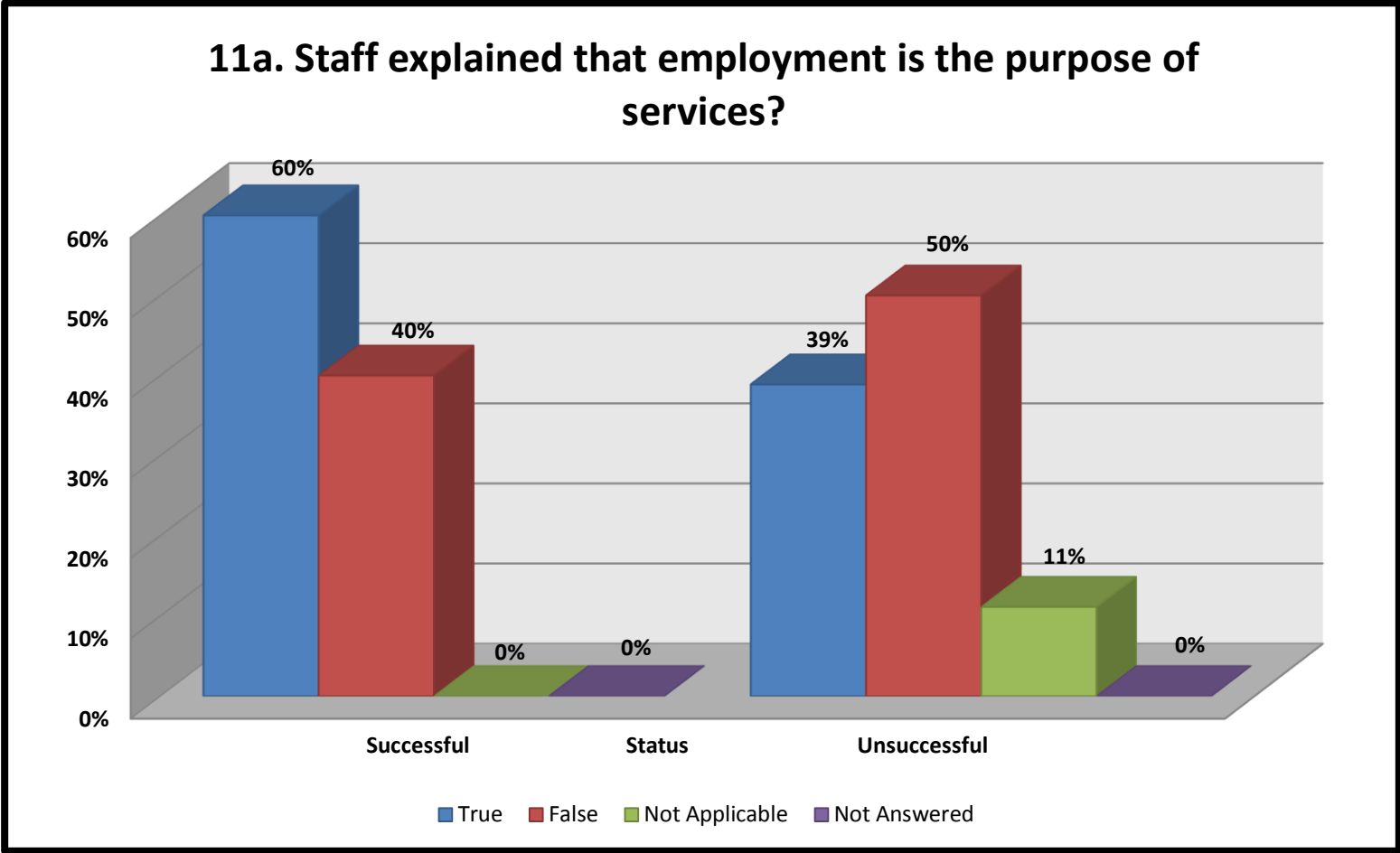
2016 Consumer Satisfaction Survey

11a. Staff explained that employment is the purpose of services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	3	60%	7	39%	10	43%	58%	29%	45%
False	2	40%	9	50%	11	48%	26%	57%	39%
Not Applicable	0	0%	2	11%	2	9%	5%	14%	9%
Not Answered	0	0%	0	0%	0	0%	11%	0%	6%
Total	5	100%	18	100%	23	100%	100%	100%	100%

Not really an issue

1%, 2 of 5 of 215 staff did NOT explain that employment is the purpose of services
8%, 9 of 18 of 117 staff did NOT explain that employment is the purpose of services

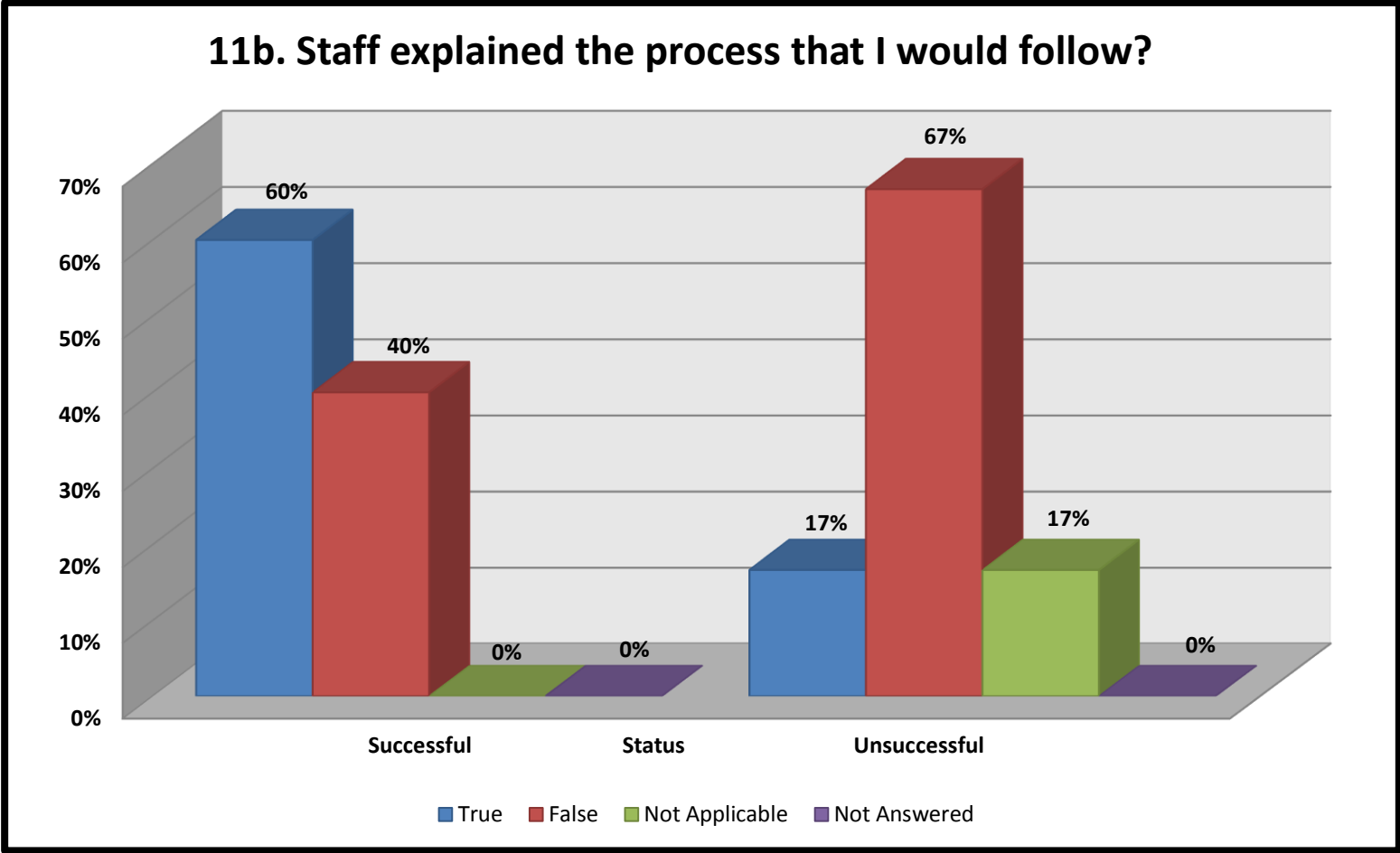


11b. Staff explained the process that I would follow?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	3	60%	3	17%	6	26%	32%	7%	21%
False	2	40%	12	67%	14	61%	47%	86%	64%
Not Applicable	0	0%	3	17%	3	13%	11%	7%	9%
Not Answered	0	0%	0	0%	0	0%	11%	0%	6%
Total	5	100%	18	100%	23	100%	100%	100%	100%

Not really an issue

1%, 2 of 5 of 215 staff did NOT explain the process that would follow
10%, 12 of 18 of 117 staff did NOT explain the process that would follow



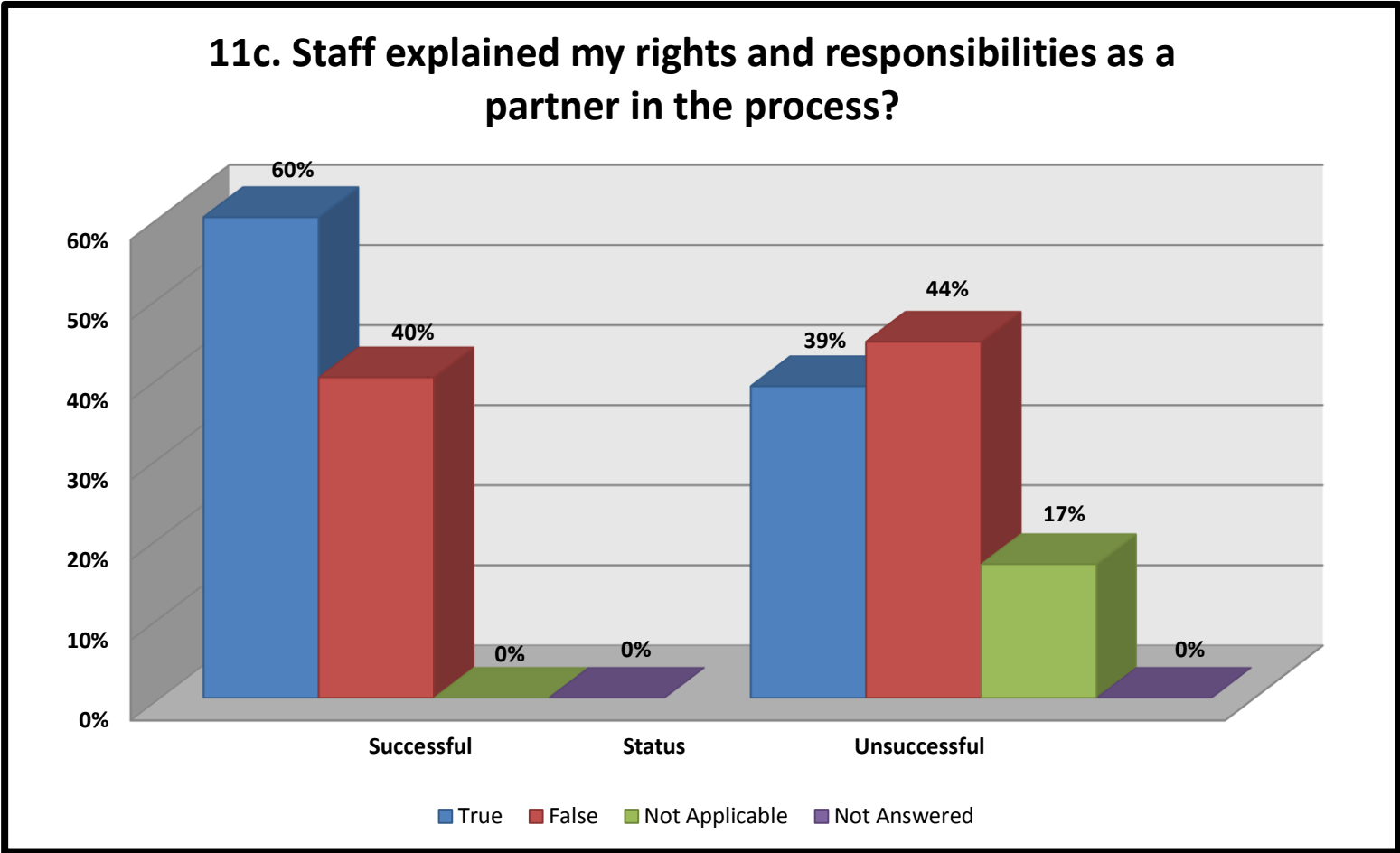
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11c. Staff explained my rights and responsibilities as a partner in the process?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	3	60%	7	39%	10	43%	42%	7%	27%
False	2	40%	8	44%	10	43%	42%	79%	58%
Not Applicable	0	0%	3	17%	3	13%	5%	7%	6%
Not Answered	0	0%	0	0%	0	0%	11%	7%	9%
Total	5	100%	18	100%	23	100%	100%	100%	100%

Not really an issue

1%, 2 of 5 of 215 staff did NOT explain their rights and responsibilities as a partner in the process
7%, 8 of 18 of 117 staff did NOT explain their rights and responsibilities as a partner in the process

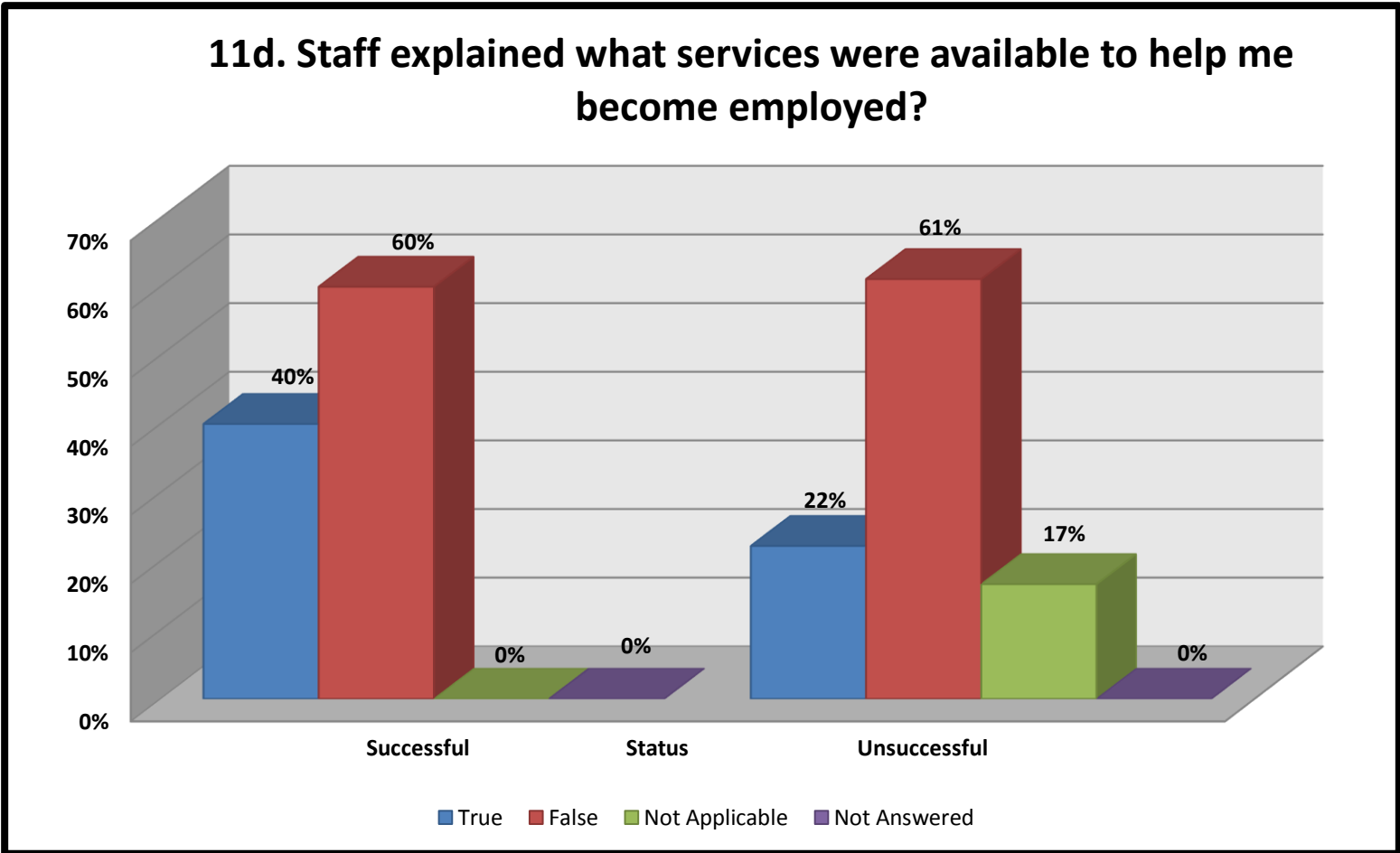


11d. Staff explained what services were available to help me become employed?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	2	40%	4	22%	6	26%	37%	7%	24%
False	3	60%	11	61%	14	61%	47%	86%	64%
Not Applicable	0	0%	3	17%	3	13%	5%	7%	6%
Not Answered	0	0%	0	0%	0	0%	11%	0%	6%
Total	5	100%	18	100%	23	100%	100%	100%	100%

Not really an issue

1%, 3 of 5 of 215 staff did NOT explain what services were available to help them become employed
5%, 11 of 18 of 117 staff did NOT explain what services were available to help them become employed



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12. The process for determining my eligibility for VR services went smoothly? (every respondent should answer all the drop-down questions for this one.)

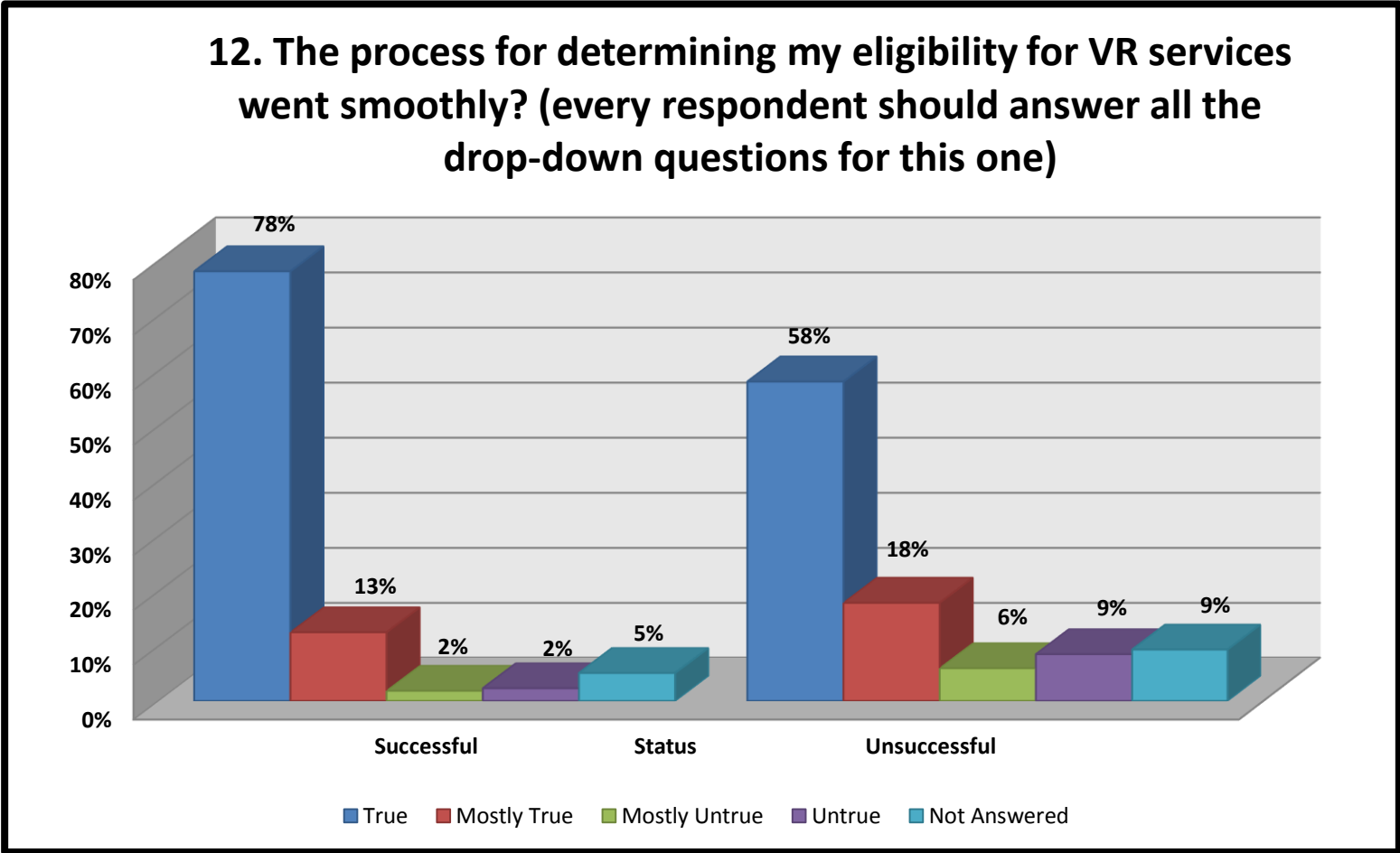
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	168	78%	68	58%	236	71%	78%	54%	72%
Mostly True	27	13%	21	18%	48	14%	15%	23%	17%
Mostly Untrue	4	2%	7	6%	11	3%	1%	7%	3%
Untrue	5	2%	10	9%	15	5%	2%	8%	4%
Not Answered	11	5%	11	9%	22	7%	4%	7%	4%
Total	215	100%	117	100%	332	100%	100%	100%	100%

Not really an issue for consumers with successful placements.

91%, 195 of 215 had their eligibility determination process go smoothly
76%, 89 of 117 had their eligibility determination process go smoothly

4%, 9 of 215 did NOT have their eligibility determination process go smoothly

15%, 17 of 117 did NOT have their eligibility determination process go smoothly

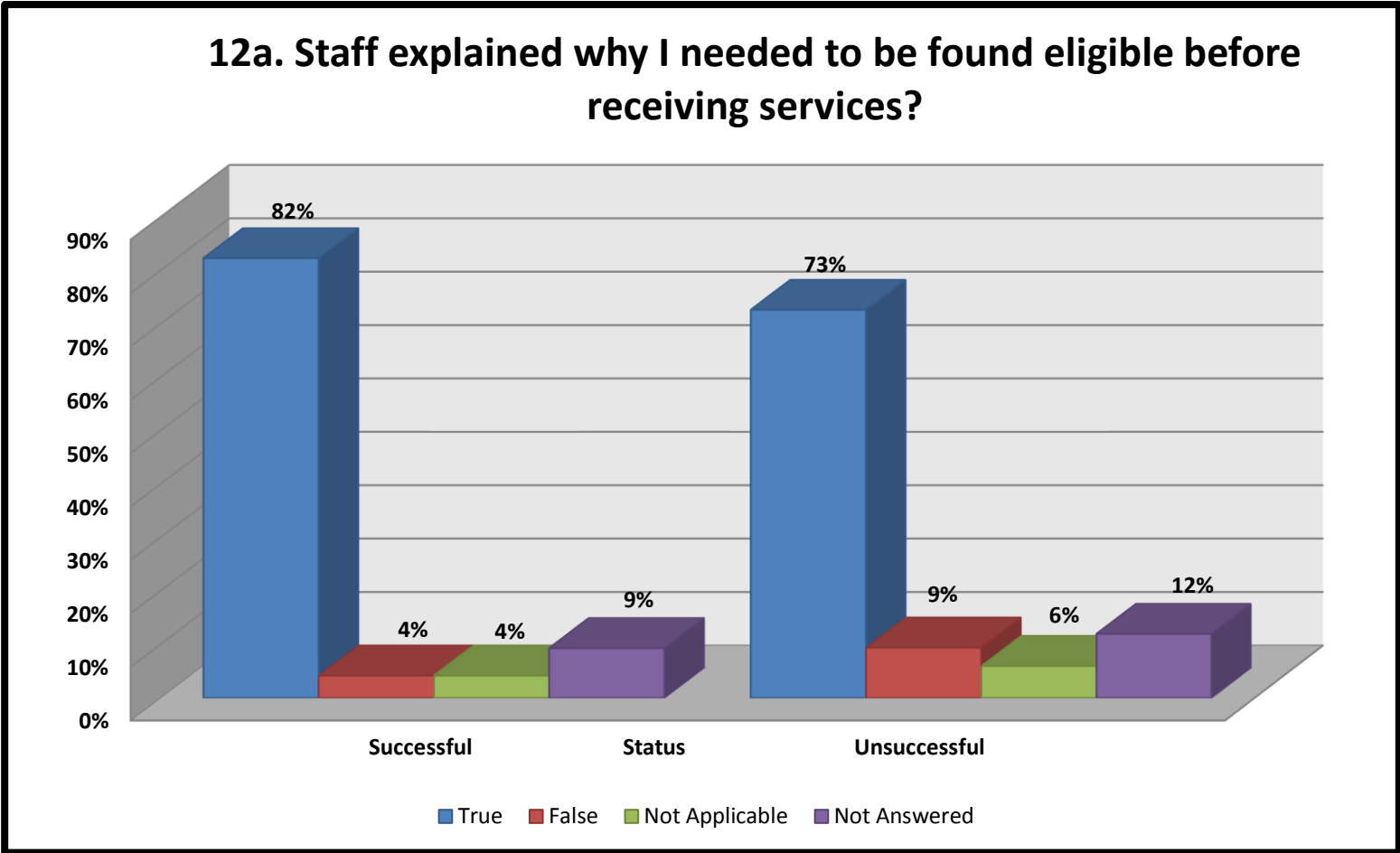


12a. Staff explained why I needed to be found eligible before receiving services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	177	82%	85	73%	262	79%	36%	29%	32%
False	9	4%	11	9%	20	6%	9%	47%	32%
Not Applicable	9	4%	7	6%	16	5%	27%	24%	25%
Not Answered	20	9%	14	12%	34	10%	27%	0%	11%
Total	215	100%	117	100%	332	100%	100%	100%	100%

Not really an issue

4%, 9 of 215 did NOT have staff explain why eligibility was needed
9%, 11 of 117 did NOT have staff explain why eligibilty was needed



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12b. Staff explained the steps they would use to determine whether I was eligible for services?

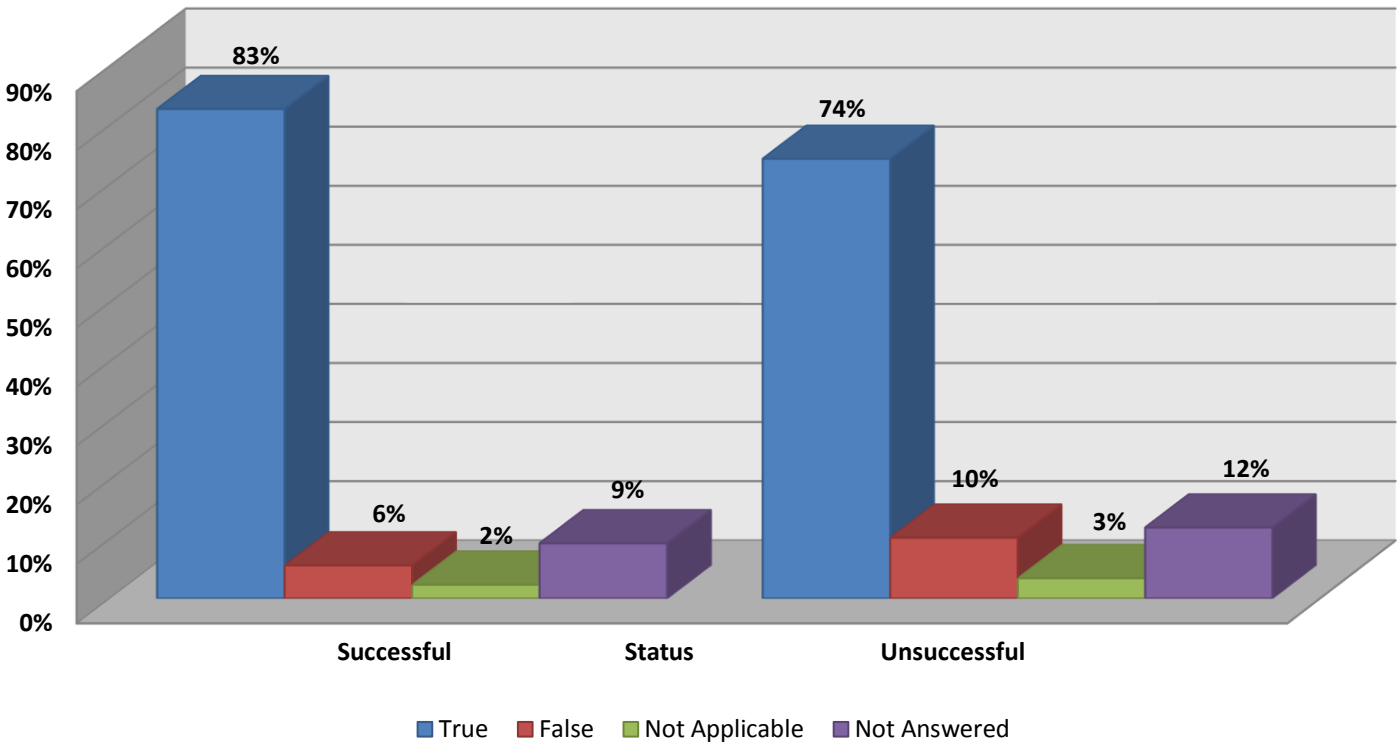
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	178	83%	87	74%	265	80%	27%	24%	25%
False	12	6%	12	10%	24	7%	27%	65%	50%
Not Applicable	5	2%	4	3%	9	3%	18%	12%	14%
Not Answered	20	9%	14	12%	34	10%	27%	0%	11%
Total	215	100%	117	100%	332	100%	100%	100%	100%

Not really an issue

6%, 12 of 215 did NOT have staff explain steps to determine eligibility

10%, 12 of 117 did NOT have staff explain steps to determine eligibility

12b. Staff explained the steps they would use to determine whether I was eligible for services?



12c. Staff involved me in determining my eligibility services?

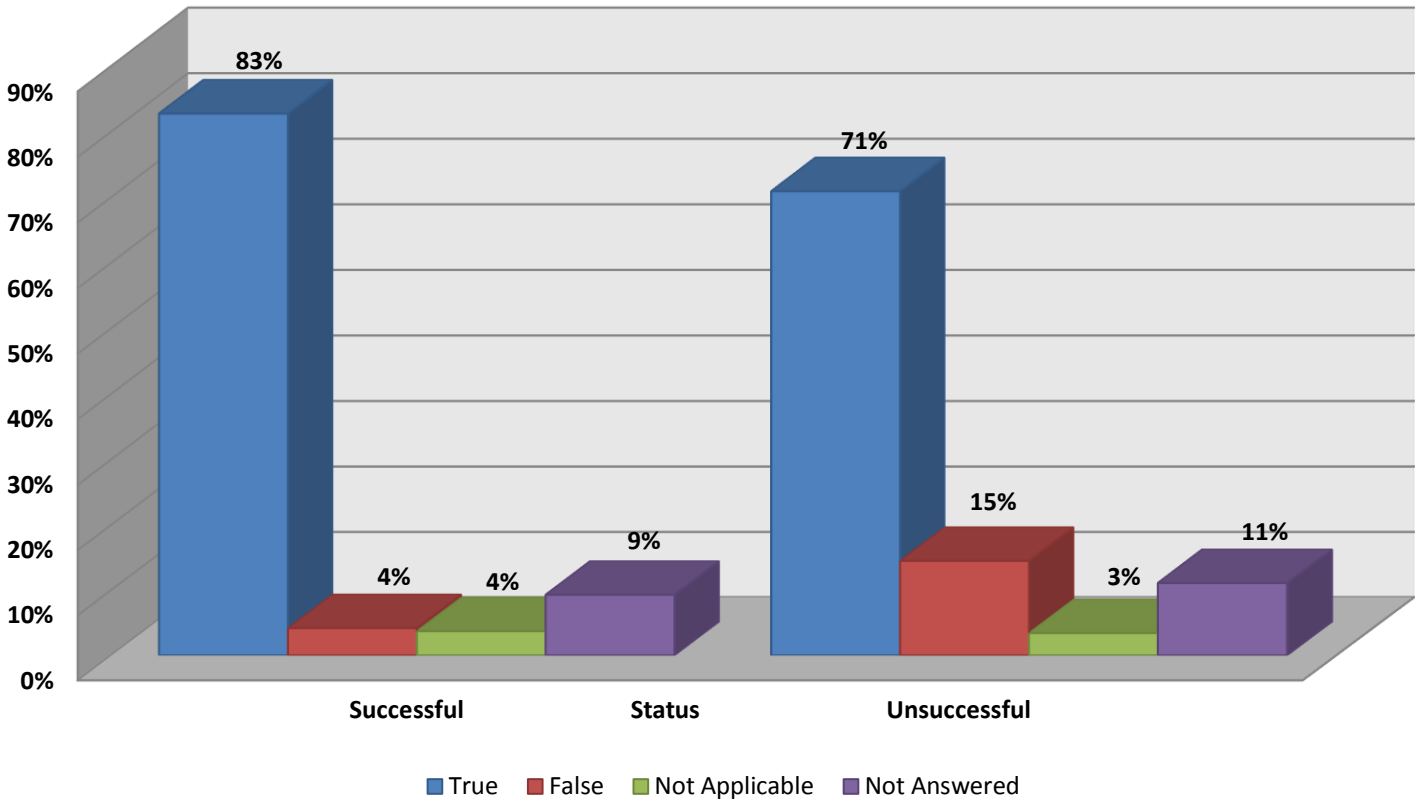
	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	178	83%	83	71%	261	79%	18%	24%	21%
False	9	4%	17	15%	26	8%	27%	53%	43%
Not Applicable	8	4%	4	3%	12	4%	27%	24%	25%
Not Answered	20	9%	13	11%	33	10%	27%	0%	11%
Total	215	100%	117	100%	332	100%	100%	100%	100%

Not really an issue

4%, 9 of 215 staff did NOT inform them of their need to be involved in the eligibility determination process

15%, 17 of 117 staff did NOT inform them of their need to be involved in the eligibility determination process

12c. Staff involved me in determining my eligibility services?



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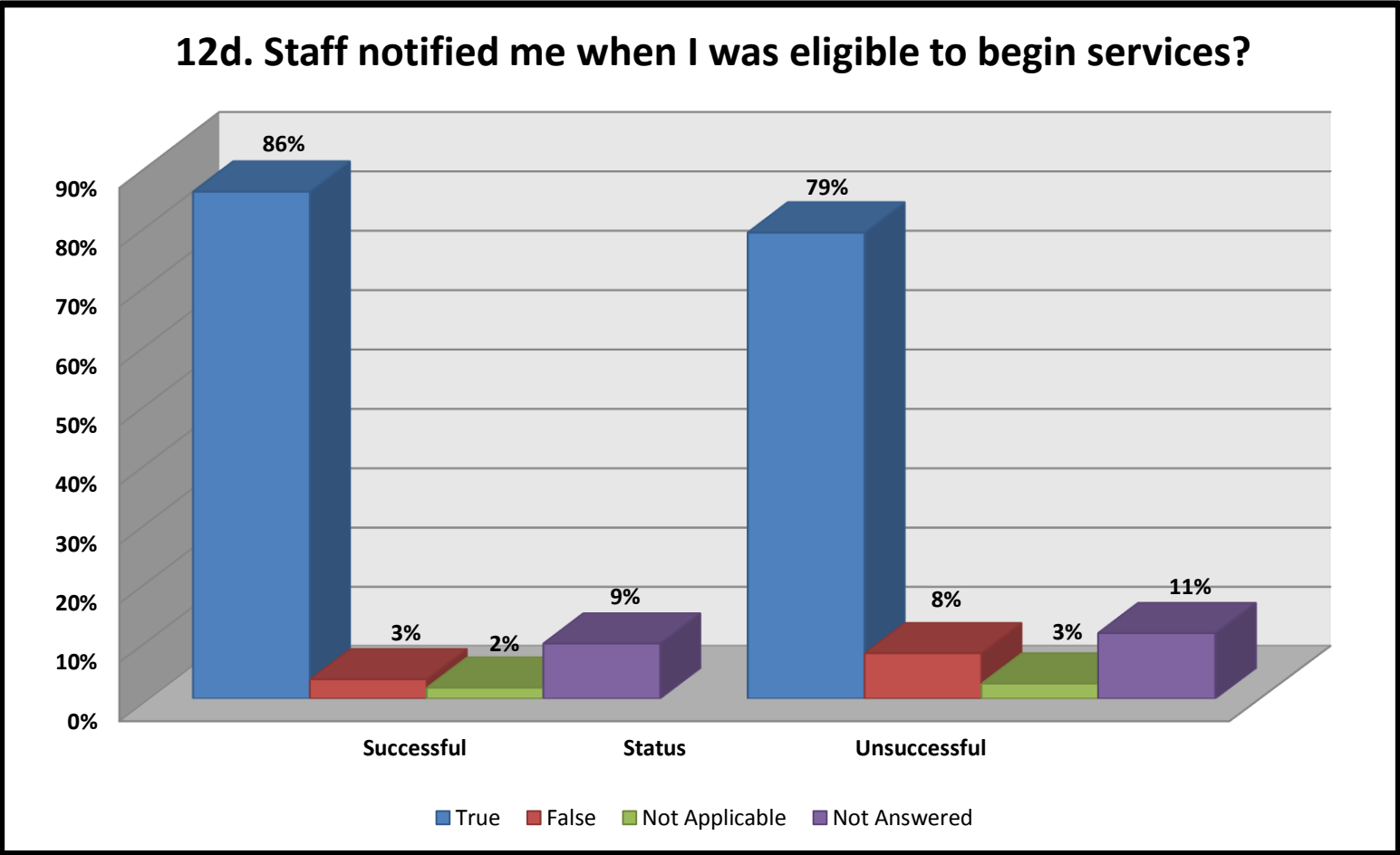
12d. Staff notified me when I was eligible to begin services?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	183	86%	92	79%	0	0%	55%	41%	32%
False	7	3%	9	8%	2	100%	0%	41%	32%
Not Applicable	4	2%	3	3%	0	0%	18%	18%	23%
Not Answered	20	9%	13	11%	0	0%	27%	0%	14%
Total	214	100%	117	100%	2	100%	100%	100%	100%

Not really an issue

3%, 4 of 215 staff did NOT notify them of when they were eligible to begin services

8%, 9 of 117 staff did NOT notify them of when they were eligible to begin services



13. My Plan for Employment was carried out to my satisfaction?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	154	72%	49	42%	203	61%	71%	37%	63%
Mostly True	31	14%	17	15%	48	14%	17%	23%	18%
Mostly Untrue	6	3%	9	8%	15	5%	3%	10%	5%
Untrue	15	7%	31	26%	46	14%	4%	20%	8%
Not Answered	9	4%	11	9%	20	6%	5%	10%	6%
Total	215	100%	117	100%	332	100%	100%	100%	100%

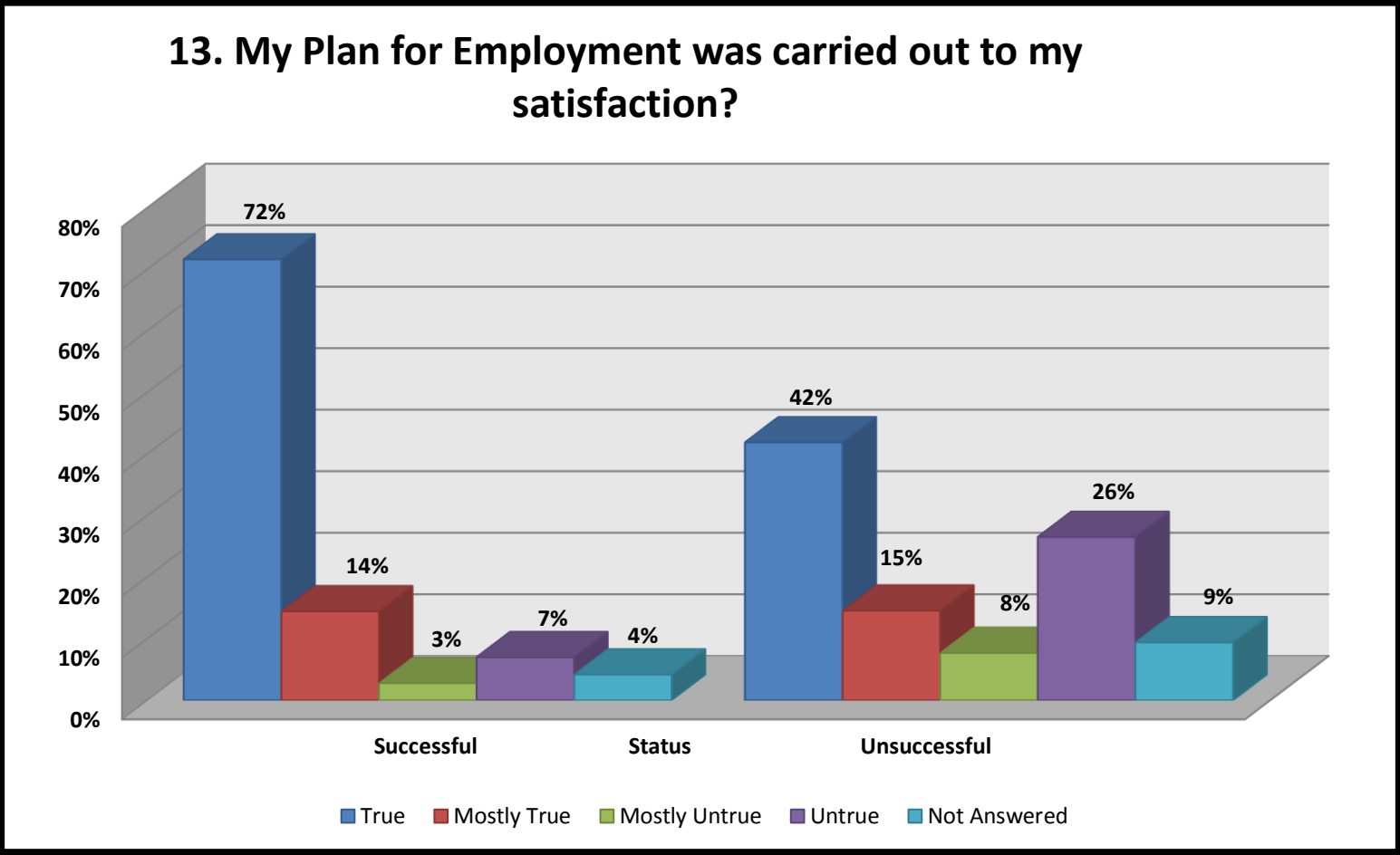
Noticeable difference in those placed vs not placed 34% to 10%

86%, 185 of 215 had their IPE carried out to their satisfaction

57%, 66 of 117 had their IPE carried out to their satisfaction

10%, 21 of 215 did NOT have their IPE carried out to their satisfaction

34%, 40 of 117 did NOT have their IPE carried out to their satisfaction



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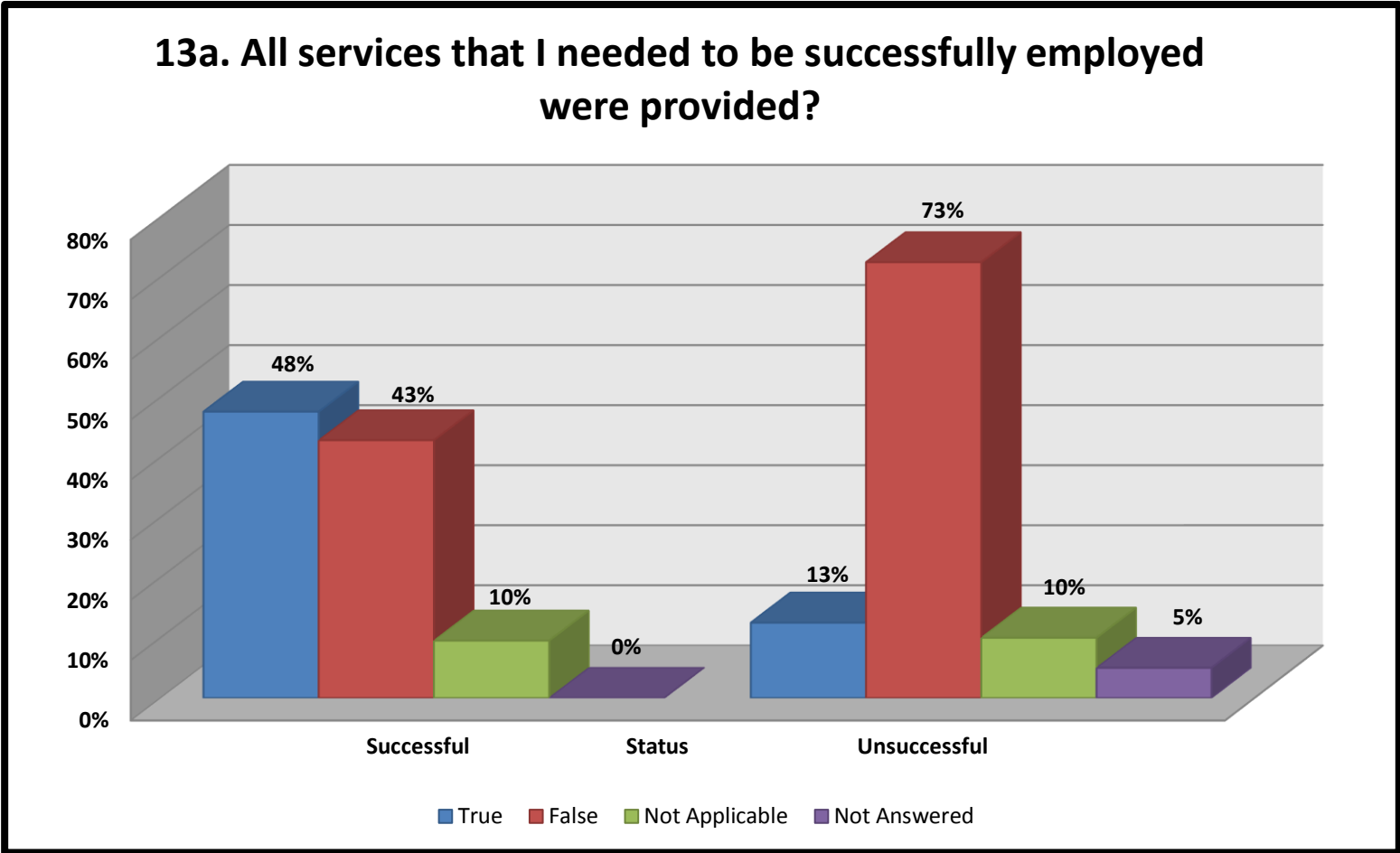
13a. All services that I needed to be successfully employed were provided?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	10	48%	5	13%	15	25%	26%	27%	27%
False	9	43%	29	73%	38	62%	48%	58%	54%
Not Applicable	2	10%	4	10%	6	10%	13%	15%	14%
Not Answered	0	0%	2	5%	2	3%	13%	0%	5%
Total	21	100%	40	100%	61	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 5.

4%, 9 of 21 of 215 NOT all services on their plan were needed for them to achieve their employment goal

25%, 29 of 40 of 117 NOT all services on their plan were needed for them to achieve their employment goal



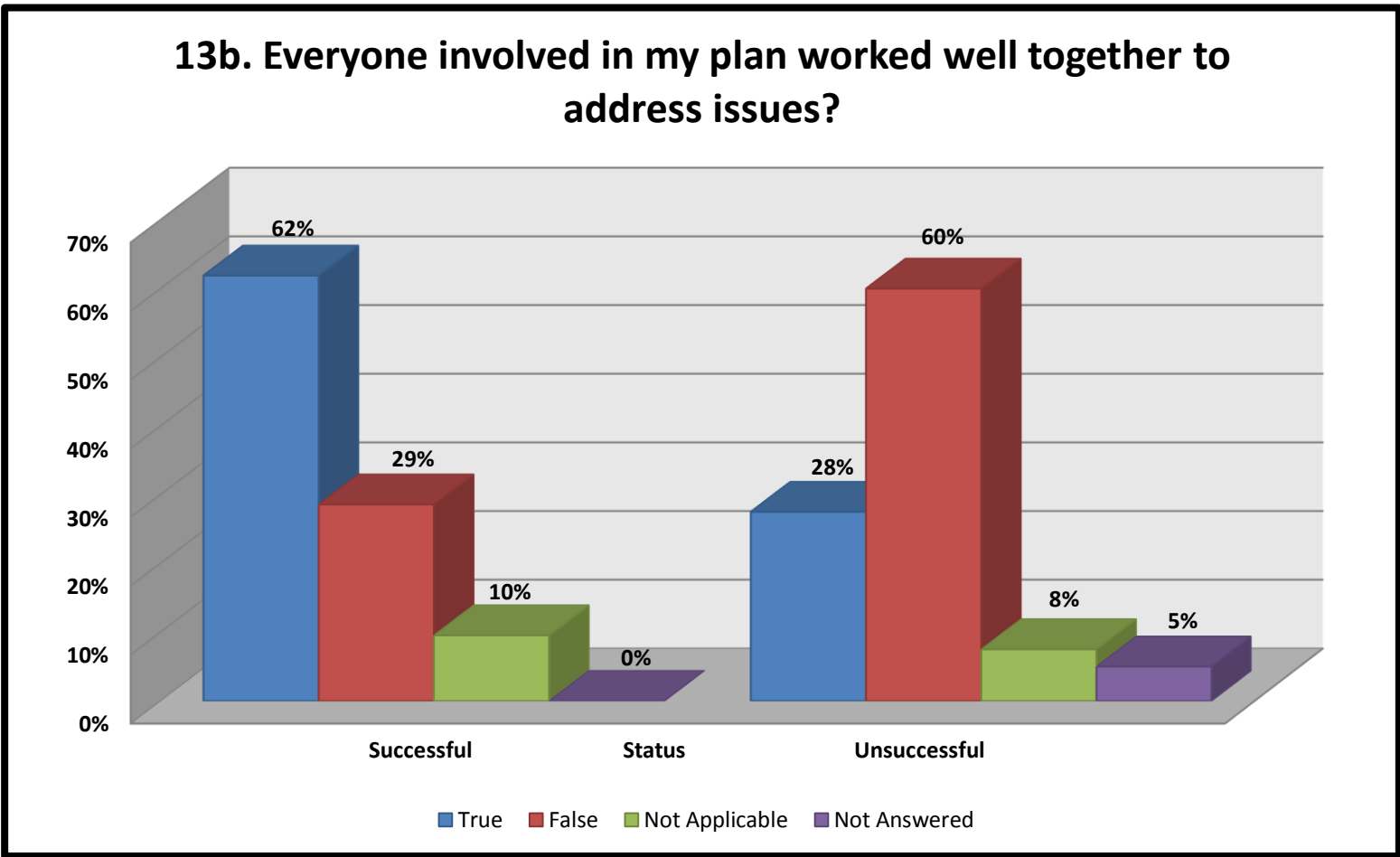
13b. Everyone involved in my plan worked well together to address issues?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	13	62%	11	28%	24	39%	26%	18%	21%
False	6	29%	24	60%	30	49%	48%	61%	55%
Not Applicable	2	10%	3	8%	5	8%	13%	21%	18%
Not Answered	0	0%	2	5%	2	3%	13%	0%	5%
Total	21	100%	40	100%	61	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is over 1 in 5.

3%, 6 of 21 of 215 NOT everyone involved in their plan worked well together to address issue

21%, 24 of 40 of 117 NOT everyone involved in their plan worked well together to address issue



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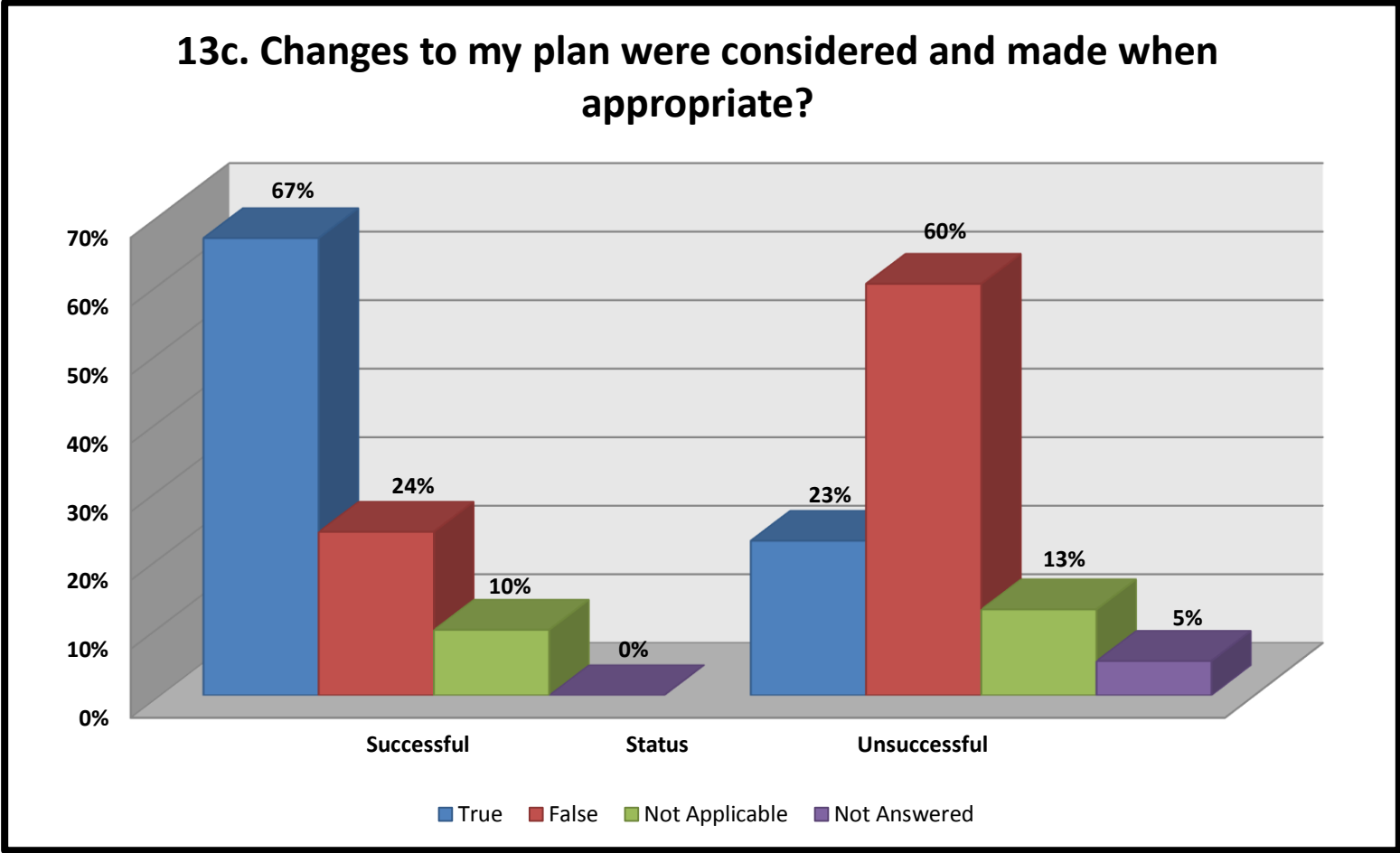
13c. Changes to my plan were considered and made when appropriate?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	14	67%	9	23%	23	38%	39%	30%	34%
False	5	24%	24	60%	29	48%	39%	48%	45%
Not Applicable	2	10%	5	13%	7	11%	9%	18%	14%
Not Answered	0	0%	2	5%	2	3%	13%	3%	7%
Total	21	100%	40	100%	61	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is over 1 in 5.

3%, 5 of 21 of 215 changes to their plans were NOT considered or made when appropriate

21%, 24 of 40 of 117 changes to their plans were NOT considered or made when appropriate



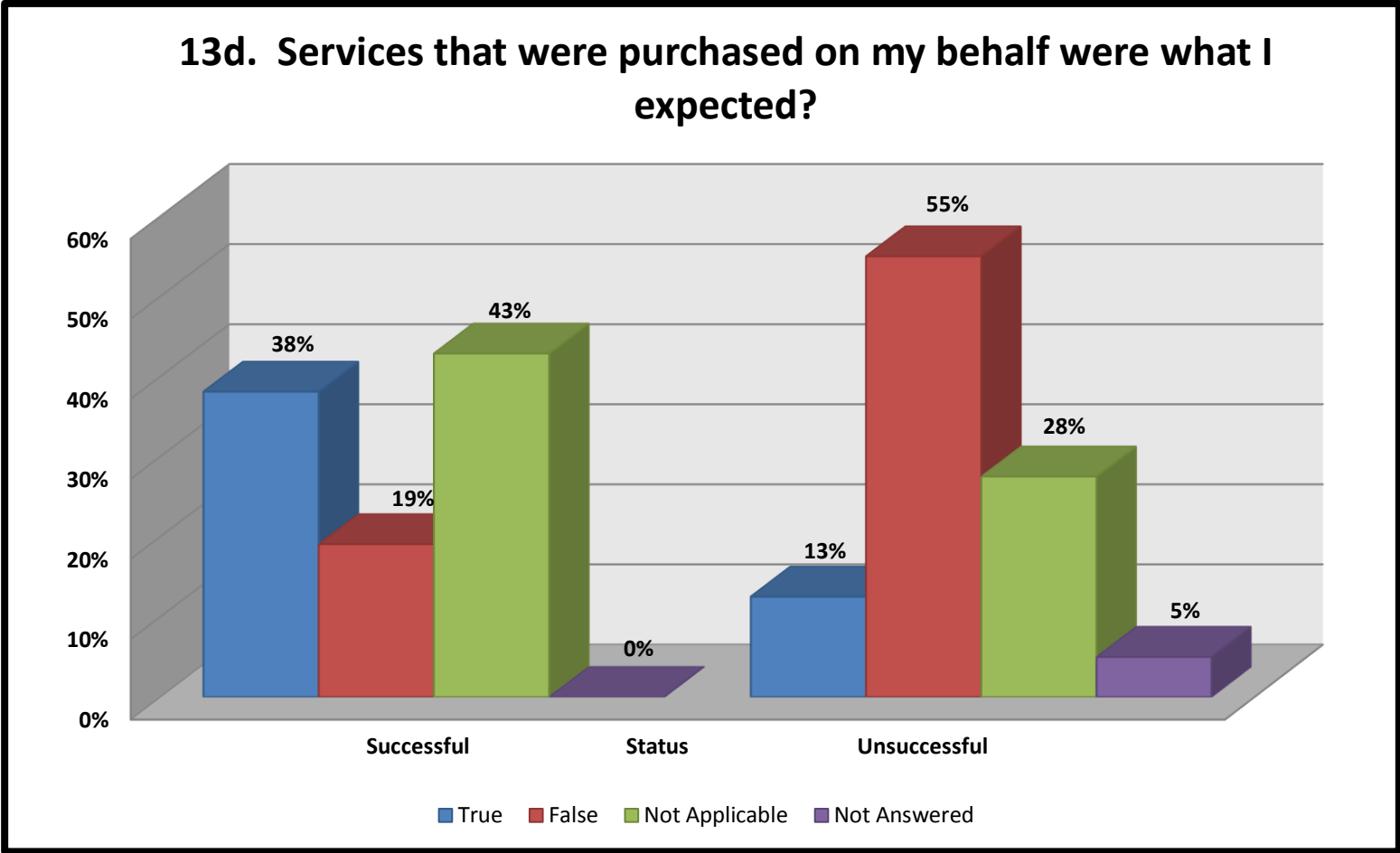
13d. Services that were purchased on my behalf were what I expected?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	8	38%	5	13%	13	21%	13%	9%	11%
False	4	19%	22	55%	26	43%	52%	58%	55%
Not Applicable	9	43%	11	28%	20	33%	22%	30%	27%
Not Answered	0	0%	2	5%	2	3%	13%	3%	7%
Total	21	100%	40	100%	61	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 5.

2%, 4 of 21 of 215 vendors and community partners did NOT provide services consistent with their plan

19%, 22 of 40 of 117 vendors and community partners did NOT provide services consistent with their plan



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14. VR staff adequately accommodated my disability?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	175	81%	67	57%	242	73%	72%	43%	65%
Mostly True	17	8%	13	11%	30	9%	19%	23%	20%
Mostly Untrue	6	3%	10	9%	16	5%	2%	10%	4%
Untrue	4	2%	15	13%	19	6%	2%	15%	5%
Not Answered	13	6%	12	10%	25	8%	5%	9%	6%
Total	215	100%	117	100%	332	100%	100%	100%	100%

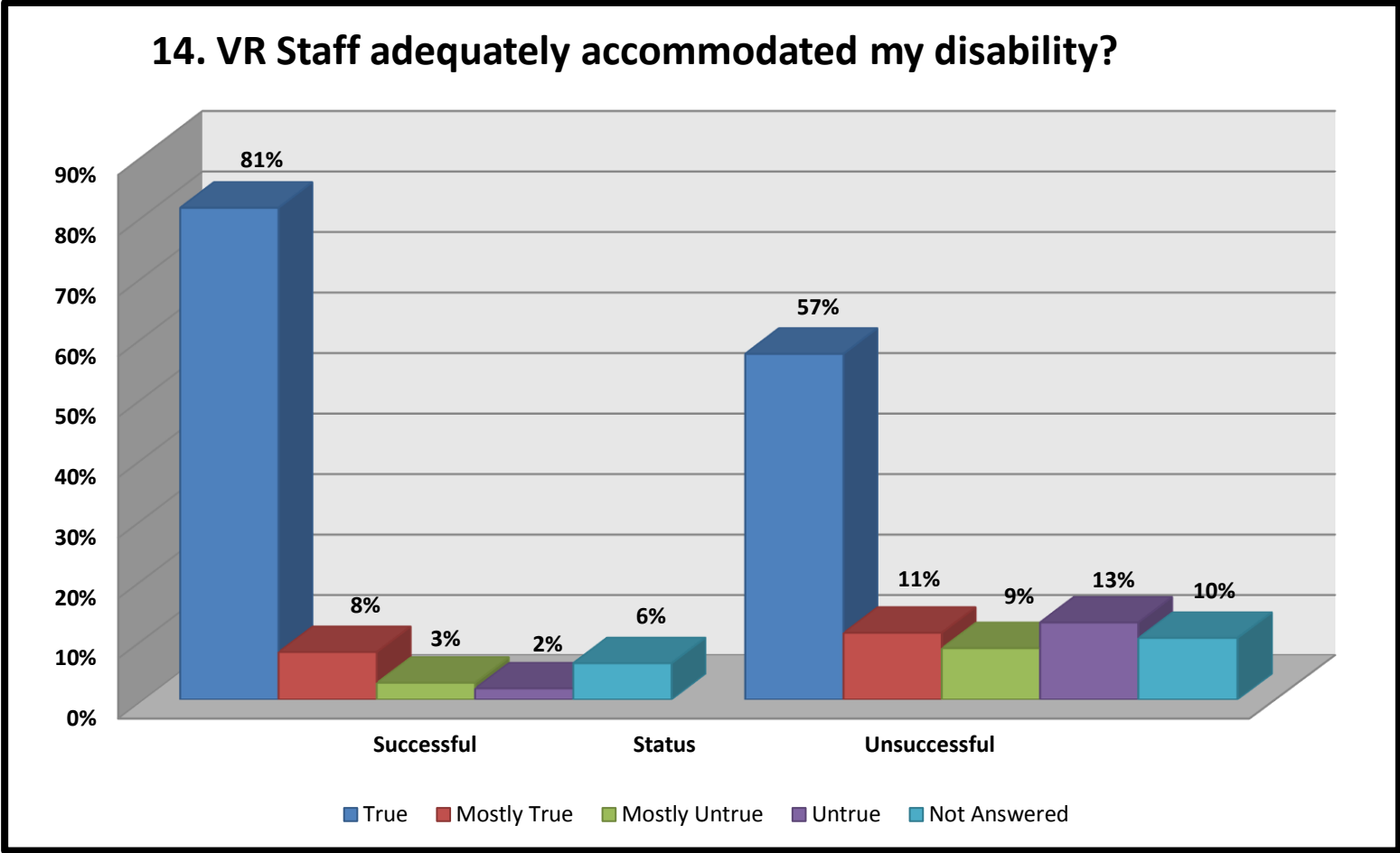
Not really an issue for consumers with successful placements. But, those without a placement is over 1 in 5.

90%, 192 of 215 their disabling condition was adequately accommodated

68%, 80 of 117 their disabling condition was adequately accommodated

5%, 10 of 215 their disabling condition was NOT adequately accommodated

22%, 25 of 117 their disabling condition was NOT adequately accommodated



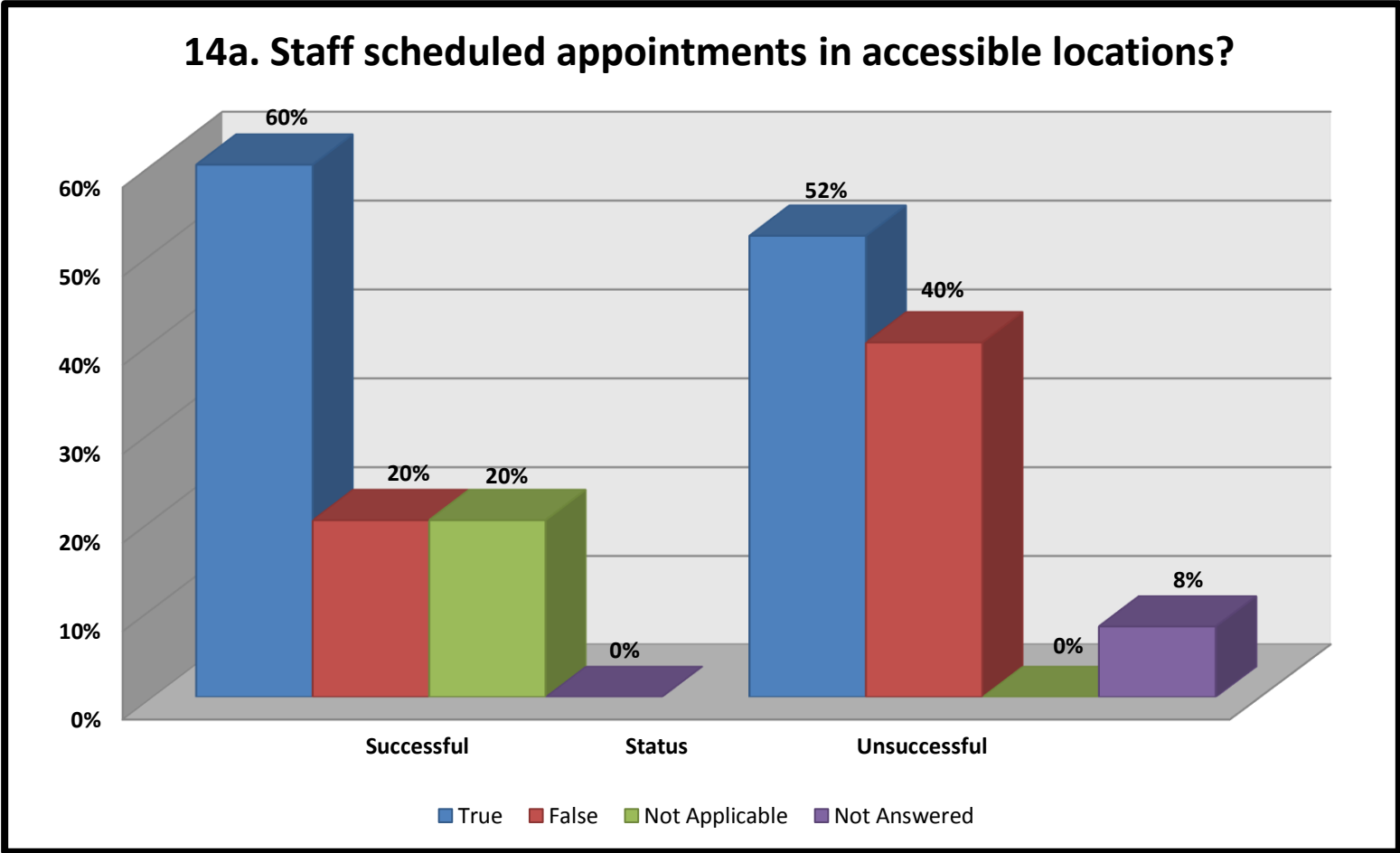
14a. Staff scheduled appointments in accessible locations?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	6	60%	13	52%	19	54%	60%	63%	62%
False	2	20%	10	40%	12	34%	20%	26%	24%
Not Applicable	2	20%	0	0%	2	6%	7%	7%	7%
Not Answered	0	0%	2	8%	2	6%	13%	4%	7%
Total	10	100%	25	100%	35	100%	100%	100%	100%

This is pretty much a non-issue

1%, 2 of 10 of 215 staff did NOT schedule appointments in accessible locations

9%, 10 of 25 of 117 staff did NOT schedule appointments in accessible locations



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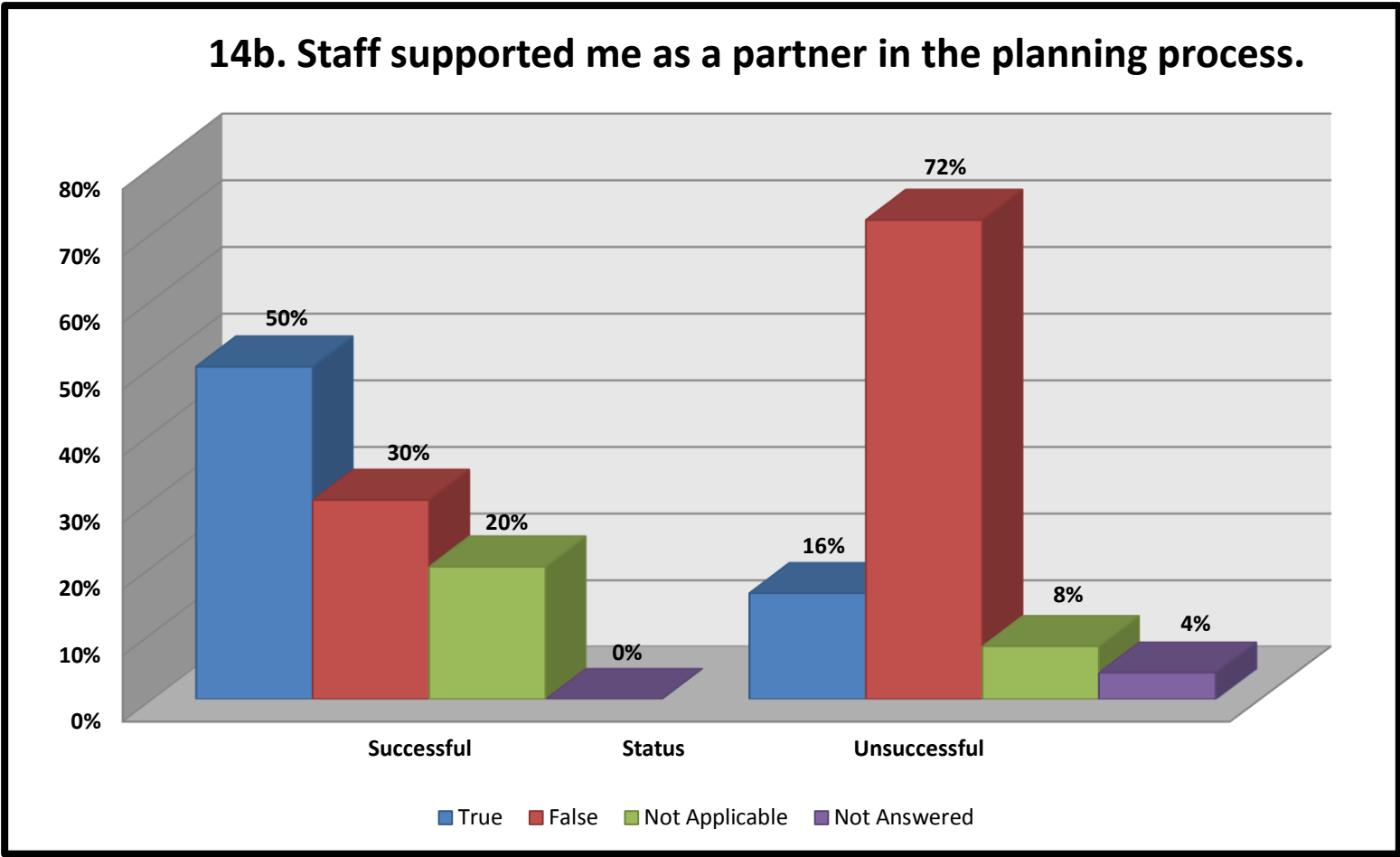
14b. Staff supported me as a partner in the planning process.

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	5	50%	4	16%	9	26%	20%	30%	26%
False	3	30%	18	72%	21	60%	53%	63%	60%
Not Applicable	2	20%	2	8%	4	11%	13%	4%	7%
Not Answered	0	0%	1	4%	1	3%	13%	4%	7%
Total	10	100%	25	100%	35	100%	100%	100%	100%

This has a wide descrepancy between those with placements and those without

1%, 3 of 10 of 215 staff did NOT support me as a partner in the planning process

15%, 18 of 25 of 117 staff did NOT support me as a partner in the planning process



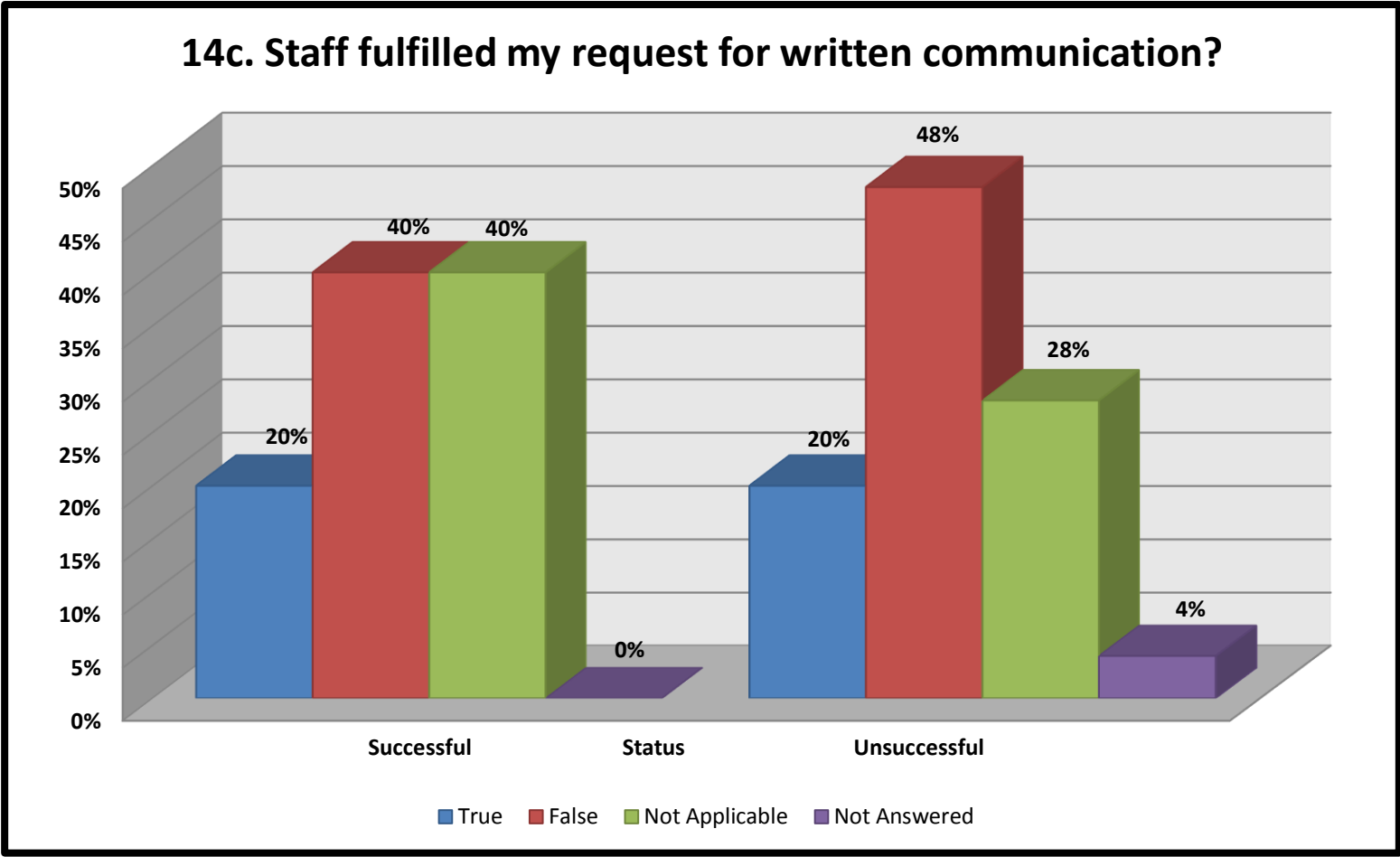
14c. Staff fulfilled my request for written communication?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	2	20%	5	20%	7	20%	27%	37%	33%
False	4	40%	12	48%	16	46%	33%	59%	50%
Not Applicable	4	40%	7	28%	11	31%	27%	0%	10%
Not Answered	0	0%	1	4%	1	3%	13%	4%	7%
Total	10	100%	25	100%	35	100%	100%	100%	100%

This is pretty much a non-issue

2%, 4 of 10 of 215 staff did NOT fulfill their request for written communication

10%, 12 of 25 of 117 staff did NOT fulfill their request for written communication



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14d. Staff referred me to community partners who understood my disability?

	Successful		Unsuccessful		Total		2015		
	Count	% within Status	Count	% within Status	Count	% within Status	Successful	Unsuccessful	Total
True	4	40%	1	4%	5	14%	0%	11%	7%
False	6	60%	21	84%	27	77%	60%	78%	71%
Not Applicable	0	0%	2	8%	2	6%	27%	7%	14%
Not Answered	0	0%	1	4%	1	3%	13%	4%	7%
Total	10	100%	25	100%	35	100%	100%	100%	100%

Not really an issue for consumers with successful placements. But, those without a placement is nearly 1 in 5.

3%, 6 of 10 of 215 staff did NOT refer them to community partners who understood their disability

18%, 21 of 25 of 117 staff did NOT refer them to community partners who understood their disability

